

TRAFFIC COMMISSION REPORT

April 28, 2011

Item VA

POWERS AND DUTIES OF TRAFFIC COMMISSION

ISSUE:

The Traffic Commission has not reviewed the powers and duties of the Commission as defined in the Burbank Municipal Code (BMC) for a number of years. The attached Section 2-1-421 identifies those responsibilities.

BACKGROUND:

The BMC Section 2-1-421 sets forth the duties and responsibilities of the Traffic Commission. This section establishes the composition, the powers and duties, and meeting requirements. This information is offered to reaffirm the primary duties of the Commission.

DISCUSSION:

The BMC identifies the primary duties of the Traffic Commission. Those are:

1. To coordinate activities for the administration and enforcement of traffic laws,
2. To assist in the preparation and publication of traffic reports,
3. To receive complaints of traffic matters,
4. To recommend ways to improve transportation and traffic conditions,
5. To resolve issues arising from the naming of streets in the City, and
6. Other duties as Council may prescribe.

RECOMMENDATIONS:

Receive and file

ATTACHMENTS:

1 – BMC Section 2-1-421 Traffic Commission

BMC Section 2-1-421: TRAFFIC COMMISSION:

A. ESTABLISHMENT AND COMPOSITION OF THE COMMISSION: There is hereby created a Traffic Commission consisting of nine (9) members, each of whom shall serve a four-year term as provided in section 2-1-401 of this code. When appointing persons to the Commission, the Council should consider business and education diversity and familiarity with different types of transportation, including personal vehicle, mass transit, walking, and bicycling. References elsewhere in this code to the Traffic and Transportation Committee shall be deemed to refer to the Traffic Commission.

B. SECRETARY TO THE COMMISSION: The Assistant Public Works Director-Traffic or his or her designee shall serve as Secretary to the Commission. The Secretary to the Commission shall not be a member of the Commission or vote on any matters coming before it, but such Secretary may be present during the Commission's deliberations and may participate in all debates and discussions.

C. LIAISON WITH COUNCIL: The Mayor shall designate a member of the Council to meet with the Commission, but such Council member shall not be a member of the Commission.

D. POWERS AND DUTIES OF COMMISSION: The Traffic Commission shall have the following powers and duties:

- 1. To suggest the most practicable means of coordinating the activities of all officers and agencies of the City having authority with respect to the administration or enforcement of traffic regulations.*
- 2. To stimulate and assist in the preparation and publication of transportation and traffic reports.*
- 3. To receive complaints having to do with traffic matters.*
- 4. To study and recommend to the City Manager ways and means for improving transportation and traffic conditions and the administration and enforcement of traffic regulations and perform such other duties as the Council may prescribe.*
- 5. Resolve duplications, confusions, and uncertainties arising from, and giving advice on, the naming of streets, roads, and highways in the City.*

E. MEETINGS; QUORUM: The Traffic Commission shall provide for regular monthly meetings on a day and at a time to be designated by the Commission. Special meetings may be called by the chair or a majority of the members of the Commission when there is sufficient business warranting that the Commission convene. When the time for any regular meeting of the Commission falls on a holiday, such meeting shall be held at the same hour of the next succeeding business day not in conflict with a regular meeting date of the Council or another board or commission established by this division. All regular meetings of the Commission shall be held in the Council Chamber of the City Hall, 275 East Olive Avenue, Burbank, California, unless the Commission provides otherwise. A majority of the members of the Commission shall constitute a quorum for the transaction of business. [Formerly numbered Section 2-57. Amended by Ord. No. 3755, eff. 12/26/08; 3674,3472, 3117, 3068, 3058, 2680, 2253.]

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Item VB

LNCV UPDATE

ISSUE:

Traffic Commission requested a monthly update of LNCV activities with respect to web based permit applications.

BACKGROUND:

On March 1, 2011 City Council directed staff to develop an interim web based permit process similar to the E-mail type system used by License and Code for garage sale permits. There are two major differences between garage sale permits and LNCV permits:

1. Garage sale permits are free, but LNCV permits require payment, and
2. 24 hour on-demand permit printing is required for LNCV permits.

DISCUSSION:

Staff from Public Works, Police, and IT met in March to discuss how best to achieve LNCV permit requirements and still maintain controls needed for permit issuance. Initially IT felt that they could internally develop the web based permit application designed by Public Works, but they ultimately determined that an outside vendor was needed to prepare the program. A vendor, Vision Net, was selected as the outside web developer. Vision Net is actively working on the E-mail application, shown in Attachment 1, and they anticipate their work to be completed on or before April 29, 2011. Staff will return to City Council on May 10, 2011 to present the interim permit process and request approval of the proposed citation fine and permit fee.

The proposed web based permit will provide Public Works Administrative staff the information needed to process a valid permit for entry into the ePals data base. The user will be able to print a permit any hour of the day with the fee payment based on an honor system via USPS. If payment is not received within three business days, the Police Department will be notified that the permit is invalid and a citation can be issued.

The final web based permit process remains scheduled for completion in the fall of 2012.

RECOMMENDATIONS:

Receive and File.

ATTACHMENTS:

- 1 – Web based Permit Application.

LNCV Web-Based Permit Application

Online Large Non-Commercial Vehicle (LNCV) Parking Permit

Welcome to the City of Burbank's Online LNCV Parking Permit Program. We hope you find this webpage convenient and easy to use. For 24-hour information regarding the LNCV parking permit program, you may call (818) 238-3837, or visit our website at burbankusa.com

The City of Burbank created a parking permit program which grants the privilege to park an LNCV in the public right-of-way for a limited period of time. Unpermitted LNCVs parked on residential streets are subject to citation. For an information flyer about the LNCV ordinance click [here](#)

Definition of a Large Non-Commercial Vehicle (LNCV)

Any house, car, pick-up truck with camper, recreational vehicle, trailer or other vehicle that measures or exceeds twenty-two (22) feet in length or eight (8) feet in height or eight (8) feet in width. Vehicle height is defined as the distance from the ground to the topmost appurtenance of the vehicle excluding air conditioners, antennae, etc. Vehicle width is defined as the vehicle cross section at its widest part, excepting side mirrors. Vehicle length is defined as the distance from front bumper, hitch or body panel to the rear-most extension of the vehicle.

Parking Near Intersections Prohibited

No person shall park any Large Non-Commercial Vehicle within eighty (80) feet of any intersection of two public streets.

How to Apply for a LNCV Permit

An LNCV parking permit costs \$5.00 per day and can be purchased in blocks of one, two, or three consecutive days (maximum of three days). You may purchase more than one permit block at a time, including future dates (for example one permit block for loading and another for unloading two weeks later). Permit blocks must not occur within 48 hours of each other. You may obtain a maximum of 96 permit days per calendar year.

If you do not have access to a personal computer printer, you may print your permit at the computer lab of the Burbank Public library. For Burbank Public library locations click [here](#)
If it is after hours, you may go to the Burbank Police Department, located at 200 N. Third Street and personnel there can assist you.

A permit can be purchased in one of two ways:

- 1) Enter the information in the form below, submit it electronically, print out your permit and mail in a check for the Total Cost amount, payable to the City of Burbank, to:

City of Burbank Public Works
LNCV Parking Permit
P.O. Box 6459
Burbank, CA 91502

NOTE: If payment is not received within three days of permit request date, the Police Department is authorized to cite your vehicle due to lack of payment, even if a permit is displayed.

- 2) Permits are available Monday-Friday, 8:00 a.m. – 4:00 p.m. at the Public Works Department counter located in the Community Services Building, 150 N. Third Street.

Online LNCV Permit Form (* is required information)

Name*

Driver's License Number *

LNCV/RV License Plate Number or Last 4 Digits of VIN Number*

Phone Number*

E-mail Address*

Address

Number*

Direction

They select N, S, E or W from list

Street *

They select from populated list

Unit Number

BLOCK #1 – Date(s) for which permit is desired

Start Date:

They pick from calendar

End Date (if one day permit, pick same as Start Date)

They pick from calendar

BLOCK #2 – Date(s) for which permit is desired

Start Date:

They pick from calendar

End Date (if one day permit, pick same as Start Date)

They pick from calendar

Has forty-eight (48) hours elapsed since the date of your last LNCV permit?

They choose Yes or No; if "no" error message that permit cannot be given

Total Cost

Total Number of Permit Days in this Request:

(Auto adds number of days selected from calendars above)

TOTAL COST (Number of Permit Blocks X \$5):

Auto calcs above number of permit blocks times \$5 each

Confirmation

☐

By checking this box you hereby certify that you have read the regulations listed above and agree to comply with all ordinances regulating Large Non-Commercial Vehicles.

SUBMIT

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Item VI-A

PUBLIC HEARING TO CERTIFY THE PUBLIC CONVENIENCE AND NECESSITY FOR TAXICAB OPERATIONS IN FISCAL YEAR 2011-2012

ISSUE:

The Traffic Commission is charged with establishing the number of taxis that are permitted to operate in the City of Burbank and which taxi operator should receive Burbank operating permits. The Convenience and Necessity process: 1) establishes the total number of operating permits in Burbank to provide for appropriate public need and convenience for taxis in the city, and 2) which operators should receive the available permits based on several defining criteria. Any taxi operator may deposit passengers in Burbank, but they may not pick up passengers unless certified by the Traffic Commission. A total of **70** taxi cab operating permits will expire on June 30, 2011, and they should be re-allocated for FY 2011-12 based on the current total of **130** operating permits. The Traffic Commission must first determine if the current number of 130 permits is appropriate, and then allocate the available 70 permits. The permits are valid for a three year period; therefore, the permits issued at this meeting are valid until June 30, 2014.

Notification was given to taxi operators within the Greater Los Angeles area announcing the Burbank application period and process, and three companies filed acceptable applications. The three operators submitted information required by the Burbank Municipal, Section 7-2-105 Code for consideration by the Traffic Commission. All three taxi operators have been notified of this public hearing, and other interested parties, including Bob Hope Airport, have also been notified.

BURBANK MUNICIPAL CODE REGULATIONS

The Burbank Municipal Code (BMC) **Section 7-2-104, *Permit and Certification of Public Convenience and Necessity for Taxicabs***, requires that all persons who operate a taxicab as a vehicle for hire in the City of Burbank must receive 1) a permit from License and Code Services Division, and 2) a certificate of public convenience and necessity from the Traffic Commission to allow them to operate. BMC **Section 7-2-105, *Application for Taxicab Owner's Business Permit***, requires that anyone wishing a business permit to operate a taxicab must submit the following information to the License and Code Division for review and evaluation by the Traffic Commission:

- Name and address of the owners and operators,
- Nature of the business,
- Rates that are charged,
- Financial statement of the business,
- Cab color, insignia, meter type, taxi sign type and sign location,

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- Proof of insurance,
- Agreement to have a background check of drivers,
- Disclosure of operating permits within seven years of the application, and
- Such additional information as the License and Code Services Division and the Police Department may require.

BMC **Section 7-2-106**, Investigation and Hearing, requires that a public hearing be held before the Traffic Commission for certification of all taxi companies to insure appropriate public convenience and necessity. Proper notice must be given to the public and interested parties of the hearing, so that anyone wishing to testify before the Traffic Commission may do so. The Traffic Commission has the authority to determine all issues relative to the granting or denial of taxicab permits. The Traffic Commission decision can be appealed to the City Council.

The first step in the allocation process is the determination of convenience and necessity. In making findings of public convenience and necessity, BMC **Section 7-2-108**, Review of Applications by Traffic Commission, requires that the Traffic Commission consider the following information relative to the total number of taxicabs operating in the city:

- The numbers of taxicabs already in operation – A total of 130 taxis are currently permitted to operate within the City of Burbank. This number of taxicabs has been permitted to operate in Burbank since 2008, when the number of permitted taxicabs was lowered from 140. This number of taxicabs (130 units) has operated without significant issues for the last year. The limitation on the number of taxicabs in Burbank is intended to provide an adequate number of taxicabs, without permitting an uncontrolled number of cabs to operate in the city to the detriment of the public and the taxi operators.
- Is existing taxi transportation adequate to meet the public need – The majority of taxi trips in Burbank are associated with the Bob Hope Airport (historically about 50 percent of the total). Other trip destinations have been readily served by the existing taxi operators. Airport taxi operations have changed in the last several years because of the downturn in the economy. The City has not received complaints of the lack of taxi services. The three existing taxi operators have adjusted to the fluctuating demand issues at Bob Hope Airport and to a relocated airport taxi waiting location.
- The probable effect of increased service on local traffic conditions – The existing taxi operations have not impacted the traffic operation of the street system; however, waiting taxis have reduced the available parking spaces in certain areas. The City currently has several designated taxi waiting areas where taxi operations are significant. Locations at the downtown Holiday Inn and NBC near Alameda Avenue have been in place for years. Last year we added additional locations near Warner Brothers and in the Media District.

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- The character, experience and responsibility of the applicants as determined by the Chief of Police – G&S Transit and Tri-City Transit have operated in Burbank for over a decade. United Taxi of the Southwest has been in operation in Burbank for about three years. Happy Taxi has not operated in Burbank. United Taxi's local office is on Alvarado Street near Echo Park in downtown Los Angeles. Tri-City Transportation Inc. and G&S Transit Management are located in Sun Valley. Happy Taxi is located in Corona, California.
- Innovative proposals of service to the Public Works Department – Both existing taxicab operators employ "green" taxis, which is of significant interest to the City Council. Happy Taxi, based on their application, has one CNG taxi in their fleet of five taxis.
- Written complaints filed with the License and Code Services Division – The City received seven (7) complaints in writing during the last year. This number was small in comparison to previous years. Three complaints involved short trips from the airport with rude or unprofessional behavior by the drivers; four complaints were of long, circuitous, indirect trips to the destination, erratic driving, or dirty cab; and three complaints were regarding bandit cabs in Burbank.

HISTORY:

In 1996, the Traffic and Transportation Committee certified a total of 145 taxicab operating permits that were assigned to six operating companies:

▪ City Cab	70 permits
▪ Checker Cab	30 permits
▪ Burbank Taxi	10 permits
▪ Red Top Cab	15 permits
▪ Yellow Cab	15 permits
▪ Celebrity Cab	5 permits

In 1999, the total number of operating permits remained at 145, but the number of companies declined to three operating companies (City Cab, Yellow Cab and Checker Cab). In 2000, Yellow Cab and Checker Cab combined to form Tri-City Transportation, resulting in two operating companies in Burbank. In 2001, the number of permitted taxicabs was reduced from 145 to 120, and the total permitted taxicabs remained at 120 until 2009, when a total of 130 operating permits were granted among the three taxi operators. United Taxi of the Southwest began operation in Burbank in 2008 with 20 operating permits. The total number of permits currently allocated to the three operating companies is shown in the following table.

BUSINESS NAME	CURRENT PERMITS	PERMIT PERIOD ENDING
Tri-City Transportation	60	June 30, 2012
United Taxi of SW, Inc.	20	June 30, 2011

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G. & S. Transit Mgmt.	50	June 30, 2011
Total Permits	130	

Staff feels that the existing 130 taxicab operating permits are an appropriate number of permits for the City of Burbank. The 130 permits provide an adequate number of cabs for the demand in the area and this level of cabs allows an appropriate return on investment for the permittees. The City has had no complaints of too few cabs or of the inability to receive service within a reasonable amount of time other than the special conditions at the airport described above.

TAXI PERMIT APPLICANTS

Each year, the City of Burbank has an open application period for available permits. The application period extends from October 1 to December 15 for permits beginning the following July. This year, a total of 70 permits are available for distribution. The following three applicants have filed for permits:

- City Cab (G & S Transit Management, Inc.) 60 permits
- United Taxi Burbank (United Taxi of the Southwest, Inc.) 30 permits
- Happy Taxi (Corona Taxicab Company, Inc.) 5 permits

City Cab and United Taxi Burbank are currently serving Burbank, as indicated in the above table. Happy Taxi would be a new operator if the Traffic Commission allocates permits to them. Applications from each of the three taxi operators are attached. City Cab and United Taxi Burbank provided information on operations, management, experience, and other features of their fleet. Happy Taxi supplied the minimum amount of information required by the BMC.

In past years, the Traffic Commission has allocated permits based on a number of criteria. Some of those criteria include:

- Number of fuel efficient ('Green') taxis in the fleet,
- Number of handicapped accessible taxis in the fleet,
- Proximity of dispatch location to Burbank,
- How joint dispatch operations and costs at the airport will be shared,
- How many taxis would operate regularly in Burbank,
- Number of communities currently served by the operator, and
- Documentation of the proportion of on-time arrivals.

CONCLUSIONS

The Traffic Commission should consider if the existing **130** operating permits are appropriate for the City of Burbank. If so, the Commission should determine how many

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of the **70** available permits each operator should receive based on the criteria identified above, the material supplied by each company, and testimony received at this hearing.

RECOMMENDATIONS:

Staff recommends that the Traffic Commission reaffirm that a total of 130 taxicab operating permits are appropriate for the City of Burbank and determine how many permits each company should receive.

ATTACHMENTS:

1. Application received from City Cab (G & S Transit Management, Inc.)
2. Application received from United Taxi Burbank (United Taxi of the Southwest, Inc.)
3. Application from Happy Taxi (Corona Taxicab Company, Inc.)

G & S TRANSIT MANAGEMENT, INC.

dba **CITY CAB**

December 8, 2010

Terre Hirsch
City of Burbank
150 North Third Street
Burbank, CA 91510

RE: Permit Renewal

Dear Terre:

G&S Transit Management, Inc., dba City Cab, is submitting the following Application and documentation in support of our request for a renewal of our permit to provide taxicab services for the City of Burbank. The information enclosed is accurate and complete to the best of our knowledge as of the date of submission.

G&S Transit Management, Inc. (City Cab) is specifically asking to have a total of 60 permits renewed for our company.

If there are any questions concerning the Application or any of the information being presented, please feel free to contact:

Martin Shatakhyan, General Manager
G&S Transit Management, Inc. d.b.a. City Cab
7955 San Fernando Road
Sun Valley, CA 91352
(818) 252-1670 ext 235 (Office)
(818) 252-1607 (fax)

It is a privilege to provide service to the City of Burbank and we are fully confident of our ability to continue to successfully manage and operate our fleet of taxicabs. It is important to note that the City of Burbank has an adequate number of taxicabs authorized. The current number of taxicabs (130) provides the proper balance between service for the community and a livable income for our taxicab drivers. Any additional taxicabs authorized in the city would upset this balance and significantly degrade the current level of service to the riding public.

Once again G&S Transit Management, Inc. is pleased and honored to be able to renew its commitment to provide the City of Burbank, its residents and visitors, with the best taxi service available for not only today but well into the future.

Thank you for your consideration.



Timmy Mardrossian
President

2010 DEC 13 PM 3:04
PUBLIC WORKS DEPT.
ENGINEERING DIVISION
CITY OF BURBANK

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EXHIBITS

- 1 Corporate Documents
- 2 Organization Chart and Resumes
- 3 Insurance Certificate
- 4 Livescan Application for Mr. Mardirossian
- 5 List of Jurisdictions for Taxicab Services
- 6 (G&S) City Cab Taxi Driver List and Vehicle List
- 7 G&S Taxicab Driver Lease Agreement
- 8 Description of Toshiba Telephone System
- 9 TSS Wireless ATBOS Reporting System
- 10 Drug and Alcohol Testing Program (G&S Employees)
- 11 G&S Taxicab Driver Handbook
- 12 Current Taximeter Certifications

Taxicab Company – Business Application

G&S TRANSIT MANAGEMENT, INC.

City of Burbank

DATE 12/13/2010 CHECK # 000003765 VENDOR COB

INVOICE #	INVOICE DATE	AMOUNT	DISCOUNT	VOUCHER #	NET AMOUNT
Renewal 2011-2014	12/13/2010	151.00	0.00	000006468	151.00
TOTAL		151.00	0.00		151.00

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

G&S TRANSIT MANAGEMENT, INC.
7955 SAN FERNANDO ROAD
SUN VALLEY, CA 91352

EAST-WEST BANK
520 N. Central Avenue
Glendale, CA 91203
16-7038/3220

CHECK NO.
000003765

Account #: BL 03084

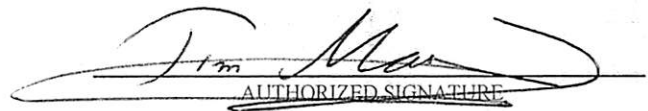
DATE
12/13/2010



AMOUNT
***\$151.00

PAY ONE HUNDRED FIFTY-ONE AND XX / 100 Dollars

TO THE
ORDER
OF
City of Burbank
License and Code Services
P.O. Box 6459
Burbank, CA 91510

DUB RED INK
FADING WITH HEAT


AUTHORIZED SIGNATURE

 SECURITY FEATURES INCLUDED. DETAILS ON BACK. 

⑈000003765⑈ ⑆322070381⑆ 80312630⑈

	2010 Fleet	2003	2004	Vehicle Model Year					2010 Vehicle %	
CNG Sedan	9				7	2			18%	40%
Hybrid Sedan	11		1	5			2	3	22%	
Wheelchair Van	5			5					10%	
Regular Van	7			2	3		2		14%	
Regular Sedan	18	10	4	4					36%	
Total	50	10	7	16	10	2	4	3	100%	

	2013 Fleet	2003	2004	Vehicle Model Year					2013 Vehicle %	
60 VEHICLE										
CNG Sedan	18				6	2	5	5	30%	80%
Hybrid Sedan	29				10	5	11	3	48%	
Wheelchair Van	6					3	3		10%	
Regular Van	7				3	2	2		12%	
Regular Sedan										
Total	60				20	11	21	8	100%	

We will operate 24 hours per day 7 days per week 365 days per year, including holidays.

5. Rates to be charged:

Flag drop rate: \$2.65

\$0.30 Additional for each 1/9 mile or 37 seconds

Waiting time: \$0.30 for each 37 seconds – \$29.19 per hour

Other charges: \$2.50 surcharge for trips originating at the airport

6. A financial statement of the applicant prepared by a Certified Public Accountant within the previous year.

The current, financial statement for G&S Transit Management, Inc is provided under separate cover and is considered proprietary information, not subject to public disclosure.

7. The color scheme and characteristic insignia to be used to designate the vehicles of the owner, the type and trade name of taximeter to be used and the size, location and wording of signs to appear on the taxicab:

City Cab vehicles are yellow over black. All text markings on the vehicle use white Letraset Challenge Bold® font. Over the side doors are the words CITY CAB. The phone number is on the rear quarterpanel on both sides of the vehicle. The vehicle number is placed on right rear and front quarterpanel of the vehicle. Decals are placed below the side view mirrors on each side of the vehicle.



8. Proof of insurance, in a form acceptable to the City Attorney:
Please find our current certificate of insurance naming the City of Burbank as Exhibit 3. Exhibit 6 includes a complete list of vehicles currently operating in the City of Burbank.
9. List all AKA's and aliases (past and present) of all owners, partners, corporate officers or principals of the taxicab company:
Timmy Mardirossian is also known as Timuras Mardirossian
10. The applicant's agreement to submit to a background investigation conducted by the Chief of Police, of all principals of the taxicab business:
Please find attached the executed "Request for Live Scan Service" form for Timmy Mardirossian (Principal and Sole Stockholder), Eda Aghajanian (Secretary), and Carol Downs Story (CFO) as Exhibit 4.

11. Disclosure of the date and issuer of all permits to operate as a transportation business held by the applicant or any principals of the business within seven years prior to the date of application, including management and consulting services:

There are no management or consulting services provided by any of the affiliated companies. The following are permits held by G&S Transit Management, Inc. d.b.a. City Cab:

- City of Burbank: May 1994
- City of Pasadena: August 1994
- City of Glendale: August 1994

We have included a list of permits held by G&S Transit Management, Inc. and affiliated companies as Exhibit 5. The affiliated companies that provide taxicab services:

- G&S Transit Management, Inc. dba City Cab – Burbank, Glendale & Pasadena
- San Gabriel Transit, Inc. dba Bell Cab & Yellow Cab – Los Angeles County cities and Los Angeles County unincorporated areas.
- San Gabriel Transit, Inc. dba LA City Cab – City of Los Angeles
- Tri-City Transportation Systems, Inc. dba Yellow Cab & Checker Cab – Burbank, Glendale & Pasadena.
- Network Paratransit Systems, Inc. dba Bell Cab & Yellow Cab – Operates only in Riverside and San Bernardino counties.
- Southland Transit, Inc. and California Transit, Inc. provide transit and paratransit services under contract to a variety of public agencies in southern California. There are no particular "permits" required for the service provided.

G&S has been providing taxicab services to the city of Burbank for the past 20 years. G&S, San Gabriel Transit, Southland Transit and California Transit have provided or are providing specialized transportation service, either general public or elderly and disabled dial-a-ride service to a variety of different municipalities in southern California. We provide the ADA Paratransit Service for Access Services in three of the ASI regions including the largest of their service areas: the Eastern Region which includes the San Gabriel valley, Burbank and Glendale. Approximately 2,000 daily trips are being provided.

The City of Burbank may contact any of the agencies listed in the following client references:

Access Services

PO Box 71684

Los Angeles, CA 90071-0684

(213) 270-6000

Contact Name: Shelly Verrinder, Executive Director

City of Glendale

633 E. Broadway, Room #300

Glendale, CA 91206-4384

(818) 548-3960

Contact Name: Jano Bagdahnian, Traffic and Transportation Administrator

Los Angeles County Department of Public Works

900 S. Fremont Ave.

Alhambra, CA 91803

(626) 458-3959

Contact Name: Ann Meiners, Assistant Transit Manager

City of Pico Rivera

6636 Passons Road

Pico Rivera, CA 90660

(562) 801-2301

Contact Name: Ray Chavez, Analyst

City of Pasadena

100 North Garfield

Pasadena, CA

Contact Name: Patricia Clark (626) 744-4186

Contact Name: Elaine Falas (626) 744-4168

12. Provide full information of any denials, suspensions or revocations of any transportation related business permits or licenses for any jurisdiction within the United States:
- Denials:
 - 1993 – City of Glendale. City did not find "need and necessity" to award operating authority.
 - 1994 – City of San Dimas. City did not find "need and necessity" to award operating authority.
 - 1996 – City of Burbank. City did not find "need and necessity" to award operating authority
 - Suspensions: None
 - Revocations: None
13. Provide information of all arrests for transportation related issues (not just convictions) of any owner, partner, corporate officer, or principal of the taxicab company:
- There are none.
14. Such further information as the License and Code Services Division or Police Department may require:
- We are not aware of any additional requirements of the Burbank Police Department.

TAXI RATE

ALL PASSENGERS RIDE FOR THE PRICE OF ONE.

\$2.65 FLAG DROP (FIRST 1/9 MILE OR 37 SECONDS OR FRACTION THEREOF)

\$0.30 FOR EACH ADDITIONAL 1/9 MILE OR THEREAFTER (\$2.70 PER MILE)

\$0.30 FOR EACH 37 SECONDS OF WAITING TIME AND/OR TRAFFIC DELAY (\$29.19/HOUR WAIT)

\$2.50 SURCHARGE FOR TRIPS ORIGINATING IN BURBANK AIRPORT

INQUIRIES OR COMPLAINTS SHOULD BE DIRECTED TO:

G&S TRANSIT MANAGEMENT, Inc.

dba City Cab

7955 SAN FERNANDO ROAD, SUN VALLEY, CA 91352

(818) 252-1670

OR

BURBANK LICENSE AND CODE SERVICE DIVISION

150 N THIRD STREET, BURBANK, CA 91502

(818) 238-5280

APPROVED BY: _____

Approaches to Innovative Service

G&S Transit Management, Inc. (City Cab) remains committed to improving our service. As technology improves, so will our already impressive service levels. G&S, along with its sister companies, have been pioneers in the use of GPS dispatching. We are now in the process of implementing the state-of-the-art Pathfinder® system from Digital Dispatching (page 14). This is the method by which the closest vehicle to the address will be sent for the pick up. This will reduce customer waiting time and driver's biggest complaint, wasting gas.

G&S is also committed to the following:

- Adding alternative fuel vehicles to the fleet, we are adding up to 10 hybrid vehicles to the fleet this next year as replacement vehicles. We are currently operating 9 CNG vehicles, 11 hybrid vehicles making the operating fleet (City Cab) 40% "green." Our goal is to have the fleet 80% "green" by the end of the 2013; and
- Operate five wheel chair accessible vans for the Burbank area. With our sister companies, we are currently the only providers offering wheelchair van service in the Burbank area; and
- As our fleet grows we are committed to maintain 10% of our fleet for our wheelchair bound customers; and
- Developing special programs to keep our neighbors safe, like the "Star Dust" voucher below; and

CHECKER CAB CITY CAB Yellow Cab Co.			STAR DUST VOUCHER Serious Thinking Area Residents Depart Using Safe Taxis or Face Fines 1-800-750-4400		Voucher # 1234				
Date: _____ Pickup Time: _____									
Cab #: _____									
Trip Started At: _____									
Destination: _____									
Passenger Signature: _____									
		<table border="1"> <tr> <td>Meter:</td> </tr> <tr> <td>Less: \$5.00</td> </tr> <tr> <td>Tip:</td> </tr> <tr> <td>Total:</td> </tr> </table>				Meter:	Less: \$5.00	Tip:	Total:
Meter:									
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<small>Passenger keeps Pink Copy • Driver keeps White and Yellow Copies</small>									

- Special programs to provide affordable transportation for seniors similar to the program we have implemented in Glendale; and

<p>Getting around Glendale</p> <p>SENIOR CITIZENS</p> <p>10% DISCOUNT</p> <p>In conjunction with the City of Glendale's Dial-A-Ride Program, we are offering Senior Citizens a 10% discount on taxi services originating within Glendale City limits.</p> <p>For more information and to register please call 818-252-1670.</p> <p><small>(no cost involved)</small></p>

- "Flat rate" fares for travelers; and

Taxi Services of Glendale
1-800-750-4400

CHECKER CAB CO.
CITY CAB
Yellow Cab Co.
Your Safe & Fast Way Around Glendale!

AIRPORT SERVICE
All Passengers Ride for the Price of One

From:	Bob Hope Airport	To:	LAX Int'l
Glendale	\$30		\$80
LaCrescenta/Flintridge	\$45		\$100

- "Flat Rate" for local "travelers" as well, similar to the program in Glendale; and,

Taxi Services of Glendale
1-800-750-4400

CHECKER CAB CO.
CITY CAB
Yellow Cab Co.
Your Safe & Fast Way Around Glendale!

City of Glendale Taxi Service

Glendale Blvd
 \$10 Flat Rate
 City of Glendale
 (anywhere within these boundaries)
 E. Chevy Chase

- Up grading management and servicing systems for the airport with the addition of an airport approved computerized dispatch and vehicle control system; and
- Working with the city in establishing new taxi stand locations to better serve the public and reduce vehicle cruising while waiting for fares; and
- Establishing direct contact with local night entertainment establishments ensuring a safe ride home for incapacitated patrons; and
- Maintaining an active status in the Burbank Chamber of Commerce; and
- Supporting local schools athletic programs, police and fire associations and charitable organizations such as the Boys and Girls Club; and

About G&S Transit Management, Inc.

At G&S we are very proud of our history of service to the city. We provide the following key success factors:

- **Tradition of Service** – Our taxicabs have been providing exceptional service to the city of Burbank residents, visitors and businesses, 24 hours a day, 365 days a year for the past 20 years. We have developed a "Taxicab Driver Handbook" to assist our drivers with tips, hints and checklists to improve their customer service skills. We have included the Handbook as Exhibit 11.
- **Vast Resources** – The San Gabriel Transit family of companies operate over 500 taxicabs in the San Fernando Valley, San Bernardino, Riverside, Los Angeles, San Gabriel Valley, Burbank, Glendale and Pasadena areas. G&S and its associated companies are able to provide seamless service throughout the Los Angeles area.
- **Computer Dispatch** – Our fully computerized dispatch system relays all service requests electronically to the closest taxicab, resulting in a quicker response time for our customers. The system also provides for greater record keeping for law enforcement and code enforcement. Through GPS technology, our dispatchers know exactly where the available taxicabs are positioned and when they can be expected to be in position for the next call.
- **Vehicles** – Our company-owned fleet of late-model vehicles are professionally and thoroughly inspected by our dedicated maintenance staff in Sun Valley. Taxicabs owned by independent contractors are professionally inspected by qualified personnel. Inspection reports are submitted to G&S management to ensure that vehicles are safe for service.

We are committed to a cleaner environment and are actively adding clean air vehicles (CNG and hybrid) to our fleet. Currently we are operating a total 9 Compressed Natural Gas (CNG) vehicles and 11 hybrid vehicles (**green vehicles constitute 40% of the current fleet**). We are very proud of the fact that we have exceeded our goal. We currently have the 20 green vehicles and 5 accessible vans in service. Our new goal is to have 47 green vehicles in the fleet in 2013 (**our green fleet will be 80% of the total fleet in 2013**).

- **Insurance** – Our current fleet of vehicles have a \$1,000,000.00 liability insurance policy. This exceeds the required amount of \$350,000.00 set by the City of Burbank.
- **Community involvement** – we have provided support to the following local Burbank agencies:
 1. Family Service Agency of Burbank
 2. Boys' and Girls' Club of Burbank
 3. Burbank Temporary Aid Center
 4. Five Acres
 5. Burbank Chamber of Commerce
 6. Sheriff's Support Group
 7. Saint Finbar Catholic Church

We are currently looking at ways to expand our support of these and other similar programs.

- **Training** – Our management team believes that safety, as a transportation provider, is our number one priority. We focus on extensive training designed to assist drivers in all practical day-to-day challenges that may occur. Listed below are a few of the topics covered in our on-going training program.
 - ▶ Safety
 - ▶ Customer Service
 - ▶ Americans with Disabilities requirements and responsibilities
 - ▶ Communications
 - ▶ Radio Skills
 - ▶ Business Management
- **Public/Private Partnership** - Our management team has developed and maintains a effective and cooperative relationship with the staffs at the City of Burbank, License and Code Services Division, the Burbank Police Department and the Burbank Airport Authority.

Operations Plan

As outlined on the following pages: Staffing plan, dispatching operation, vehicle maintenance, list of all drivers and services to be provided and a description of innovative services currently in practice and to be proposed.

Operational Standards

G&S Transit Management, Inc. managers understand that recognition of quality dimensions is only the first step toward improved service. Once the dimensions are recognized, the causes of any deficiencies in quality of each dimension must be identified, priorities set and corrective action implemented. This is an ongoing process. Through interaction with and feedback from the City of Burbank and constituents, riders and company employees, dimensions are refined and new dimensions added.

Historically G&S has improved its quality dimensions via improvements in training, providing improved tools including technological advancements, monitoring and acting on causes of any deficiencies in quality. G&S continues to improve its performance in all service areas. Emphasis is placed on improved measurement and feedback, documentation, employee involvement, team methods and the continuous implementation of and improvement in the use of technology. G&S understands that the ability to manage people toward quality objectives is the key to our success and that uniform procedures for service delivery are required in this effort.

Measurement of Performance Standards

G&S utilizes a key indicator / benchmark approach for its quality assurance program. In service industries, the primary methods for evaluating and testing the "product" are comparisons with standards and trend analysis and feedback (customer interviews, comments and complaints, etc.). G&S uses both of these elements in our quality assurance program. Indicators to be used by G&S will include such measures as:

- Response Time; and
- Telephone Response Statistics; and
- Driver Compliments and Complaints by Category; and
- Vehicle Condition Compliments and Complaints by Category; and
- Vehicle Inspections, Safe Driving Observation; and
- Company Vehicle Accident damage per Vehicle Mile Traveled by Month.

G&S will gather information for each measure into a report for management review. Management will monitor trends and will compare results on a seasonally adjusted basis. Results will be graphically displayed to assist in trend identification. Where information is appropriate for all employees and / or drivers, the graphical representation will be made available in the driver area. The information will also be utilized in G&S' s internal meetings.

Staffing Plan

G&S management understands the importance of attracting and retaining strong management and administrative personnel that are qualified to provide the professional level of service G&S expects in all support and leadership roles. G&S provides a work environment that is positive where management and administrative workers can work in a team environment. Company managers know that G&S has a long-term future in the area. Company employees know that whenever possible G&S promotes from within and will provide any needed supplemental training. G&S provides all employees with competitive pay and benefits.

The company's "promote from within policy" means that qualified, existing employees will be considered for promotional opportunities before outside candidates. As a result of this policy, many of the current members of the manage staff started in entry-level positions within the company.

Once in place, initial and ongoing training is critical to insuring that properly selected managers and administrative support personnel continue to evolve in their present job assignment and are made ready for future possibilities.

Performance Evaluation

The G&S personnel receive ongoing performance evaluations and feedback. Management and supervisors take an active role and ongoing role in insuring that performance standards are established, maintained and the objective realized. These standards are not limited to the minimum contractual standards but include goal and objective setting in a continuous improvement framework.

Formal evaluation is only one component of the performance evaluation and feedback system. Performance standards must be communicated to the employees if they are to be realized. This process begins with effective training, to include initial and ongoing training.

In addition to the formal, ongoing operating procedures, feedback on interim objectives is emphasized. Communication of these objectives is provided in routine team meetings, bulletins, memorandums, "one on ones" and in routine employee performance evaluations.

Ultimately, where standards are not met, action becomes necessary. Where work rules are violated, G&S documents all infractions and takes the appropriate action on each one. Actions taken depend upon the severity of the infraction.

Personnel

G&S prohibits discrimination in employment practices, including, but not limited to, employment, upgrading, demotion, transfer, recruitment, layoff, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship. G&S's policies and procedures will at all times be in conformance with all City, County, State and Federal laws, including, but not limited to:

- Equal Employment Opportunity; and
- Worker's Compensation; and
- Labor Protection.

G&S maintains an "Open Door" policy to promote communication between employees and management. Employees who are having problems or wish to register a grievance can do so directly with the principals of the company. Their grievance will be heard, the employee's supervisor will then be given 48 hours to provide a resolution, in writing, to the principals and any applicable parties.

G&S provides orientation to all employees. New employees are given a comprehensive orientation session as they begin the training program. The purpose of the session is to ensure that the candidates understand the nature of the job and its requirements and challenges. The orientation will consist of, but is not limited to:

- G&S Expectations; and
- G&S Safety and Training Programs; and
- Employee Benefits; and
- Record keeping and Reporting Mechanisms by drivers and applicable employees.

The Orientation Program will be conducted by the Operations Manager, the Trainer or the Human Resources Manager. During the orientation process, each employee is given the Employee Handbook outlining company policies and regulations.

Discussion of Responsibilities Assigned Key Personnel

Key personnel are assigned to manage all activities required for a quality taxicab operation, including the fulfillment of all City of Burbank requirements. Full time management will direct activities of the organization in establishing, maintaining and reporting, collecting and paying fees, conducting day to day activities including management of the taxicab fleet, representation before and discussion with the City of Burbank; and other regulatory agencies and adhering to all company policies and procedures.

Key Staff

- General Manager
- Operations Manager
- Risk Manager
- Road Supervisor
- Human Resources Manager

Responsibilities

Day to day supervision and responsibility for the entire operation.

Represent General Manager as required; oversee daily operations; line supervision of all staff; answer and document all complaints with complaining party; coordinate with Maintenance and Training departments to insure dependability of fleet vehicles and adequately trained employees.

Develop, monitor and review risk management program; maintain the accident reporting program; provide drivers with any help required to assist in an accident investigation.

Assist in the enforcement of company policies and procedures; provide on site assistance with complaints; act as field liaison (as necessary) with police or other regulatory agencies.

Maintain all personnel records; insure company and government health, benefits, safety, EEO, labor Policies, procedures and regulations are being followed.

Number of Taxicabs Operating in Burbank

Currently G&S, dba City Cab, is operating 50 units on the streets of the city and the Bob Hope Airport and has done so for the past 20 years. With the exception of replacing vehicles due to age, accidents or sale by the owner operator, G&S has continually maintained the allocated number of vehicles and will continue this practice.

With the renewal of the permits, G&S will operate a dedicated fleet (only licensed to operate in Burbank) of 50 vehicles to service the City of Burbank and the Bob Hope Airport.

Taxicab Operators

Attached to this application (Exhibit 6) is a list of 51 drivers that are currently licensed by the City of Burbank to operate a taxicab (City Cab) in Burbank. Most of these drivers are long-term owner/operators with a vested interest (their vehicles) in maintaining high quality, professional service (their source of income).

Complaint Handling

Complaints will continue to be handled as in the past. All complaints are channeled to the upper management of the company and dealt with on a personal basis. This program has been in effect for the past five years and has yielded remarkable results as evidenced by doing an estimated 77,500 trips in 2010 with a total, to date, of two complaints that were resolved, to the customer's satisfaction, within 24 hours. During 2010 our on-time performance has been steady at 96%.

All complaints, as they are received, are sent to the Operations Managers for initial review. The Operations Managers will make the initial judgment concerning the proper handling of the complaint with respect to the nature of the complaint. Minor infractions will be handled at the lowest level possible. Possible actions by the Operations Managers include: oral reprimands, written reprimands and suspensions from service and in some case removal from the account being serviced.

If in the opinion of the Operations Manager, the infraction is a safety related or serious infraction of the rules, then whole process moves up one level and the General Manager becomes directly involved. The process at this level is more intense. It is as follows:

- The driver will be brought into the office and asked to explain what happened on the trip in question. We will then ask him to make a written statement, signed and dated, for the records.
- The driver will then be given a copy of the complaint to read. Again we will ask for his explanation, to see if the story changes.
- The General Manager, both Operations Managers and as needed the Dispatch manager will discuss the entire situation, both sides of the story, and make a decision as to the validity of the drivers statements. It must be made very clear that the driver will have ample opportunity to express his side of the story before any decision is made.
- Upon determining what has really happened, the General Manager, with the recommendations of the Operations Managers, will make the final decision as to what actions will take place. These actions include: probation, suspension of the driver, permanent removal from the affected account, removal from all accounts serviced and permanent removal from the company.

All actions, regardless of the nature, will be given in writing to the driver and placed in his personal file for future reference (as required).

If the need exists, for the safety of the public, any local controlling agency (police, city clerk, or City of Burbank License and Code Services) will be notified. G&S Transit Management, Inc. City Cab fully cooperates with the City of Burbank License and Code Services staff to resolve any complaints and will not rest until all the questions are answered.

Service Monitoring

Day to day operations are controlled and monitored by the management systems of G&S. The dispatch office maintains control on the actual receipt for transportation request, monitors the actual completion of the trip and keeps management informed of any problems. The company maintains a Road Supervisor that continually monitors the on-street activities of the individual cabs and drivers. He is in constant contact with the operations center office and is able to respond quickly to specific incidents and resolve any issue on the spot. The Road Supervisor has full management authority to monitor the operator's adherence to the City Code and company policy and take whatever corrective action is needed.

Taxicab "Lease" Agreement

We have included a copy of our standard "Lease Agreement" as Exhibit 7 of this application.

Communication and Dispatch Systems

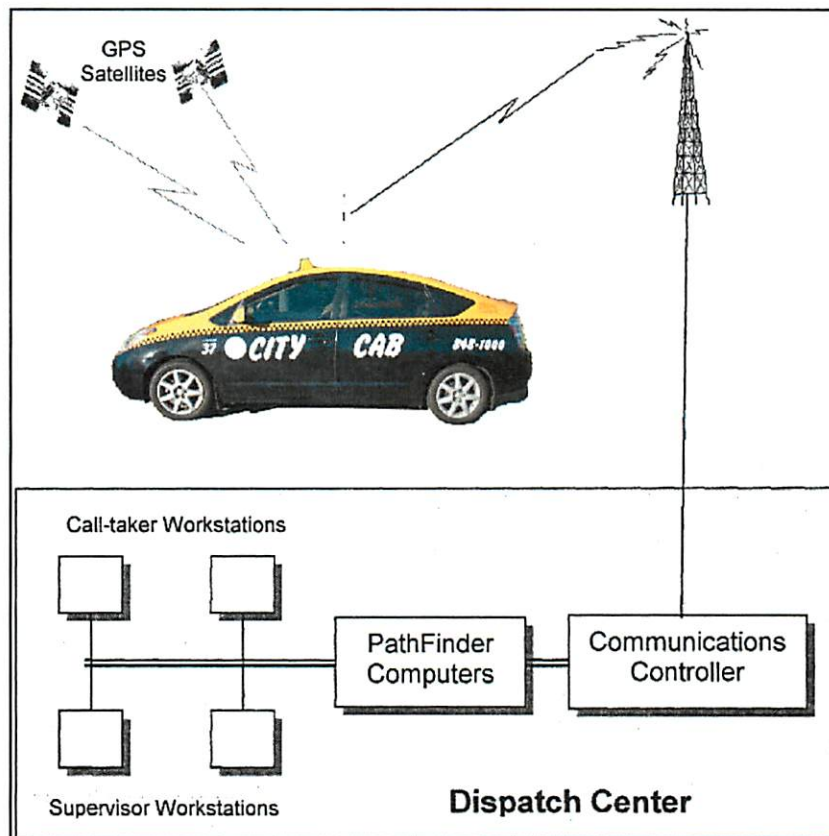
Telephone System

G & S is currently using a state-of-the-art Toshiba digital telephone system. Facilities are connected via T1 lines. The call center will utilize an Automated Call Distribution system, ACD, which will automatically route calls or reservations in sequence. The systems auto answer feature will be used by each order taker, in combination with the company approved headsets. The ACD will be fully supported by the Toshiba management information system (the ACD "MIS"). The system will monitor incoming and outgoing traffic and provide comprehensive management reporting. Statistical reports will be available for the franchise as a whole by time period, by operator by time period and for: call length, average time to answer, calls abandoned, total calls, shift length, talk time, on duty / off duty time, etc. Our telephone system is more fully described in Exhibit 8.

Dispatching Computer System

PathFinder™

City Cab will be using Digital Dispatch System's new Pathfinder. The following diagram gives an overall view of how the system operates.



The Pathfinder system provides the following features and benefits:

Increased Operating Efficiency: PathFinder™ improves calltaker, dispatcher, and driver efficiency.

Using "Closest Cab Dispatch," PathFinder™ immediately dispatches jobs to drivers, eliminating backlogs and allowing drivers to service more customers. PathFinder's™ user-friendly software provides on-line information about job requests and fleet status to enable calltakers, dispatchers, and drivers to work together effectively. The software immediately alerts dispatchers of job, driver, and host computer problems, ensuring quick resolutions. The system provides interfaces to accounting systems to expedite the driver cashing process and to eliminate duplication of data entry. System integrated Caller ID and Customer Profile minimize data entry and enable calltakers to handle more jobs.

Improved Working Conditions: Closest Cab Dispatching assigns jobs fairly to drivers and relieves drivers and dispatchers from the stress of communicating by traditional two-way voice radios. PathFinder™ dramatically improves driver safety. With GPS, dispatch personnel can immediately pinpoint a driver in distress and follow the driver's position on a map display. Advise Arrival/Callout eliminates the need for drivers to leave their vehicles when picking up customers. New drivers enjoy a great success rate and compete effectively with experienced drivers.

Growth Capacity: PathFinder's™ computerized dispatching process significantly increases radio efficiency using compression and high data transfer rates making the communication with drivers much faster than traditional two-way voice dispatching. Increased radio efficiency means more jobs can be dispatched without the expansion of the Private Mobile Radio infrastructure.

Increased Customer Satisfaction: PathFinder™ provides a professional, high-tech image consistent with today's marketplace. Using automated order entry, calltakers can process customer requests quickly and accurately. Calltakers and drivers have immediate access to operational information. Frequent users of taxi services can enter their own request using a touchtone telephone or via the Internet using **WebBooker™**, without calltaker assistance. Regular customer account information is current, accurate, and available on-line. Calltakers and managers can recall a customer's record or add additional information at any time. Taxis reach pick-up locations faster because PathFinder™ selects the closest or the most suitable cab for the job. Our customer can depend on the service for pre-booked jobs. PathFinder™ never forgets those jobs reserved for a later time. Calltakers can immediately access information regarding a job status. Our customer enjoys a quiet and relaxing trip without the interruption found using conventional two-way radio voice communication. Online credit card verification authorizes customers' cards quickly and securely. There is no minimum charge on credit card transactions.

FleetManager™: FleetManager™ enables our managers to analyze, understand and improve taxi fleet operations by transforming data into meaningful information and reports. FleetManager™ uses Hummingbird's enterprise query and reporting application, BI Query, and includes a custom-built data model and over 200 pre-built reports and queries. We can provide the City with up-to-date reports quickly.

TaxiMap™: PathFinder™ supports digital map displays in both the control center and in the MDT. With Global Positioning (GPS) receivers integrated into the MDTs, PathFinder™ tracks the location of all vehicles in the fleet. The map display is used to show the positions of jobs and/or taxis, with several zoom levels of resolution, from city overview to street level. The use of GPS vehicle location boosts driver safety and improves the accuracy of the automated dispatch. Vehicle locations are stored in a database and archived for future replay and review.

Credit Card Processing: PathFinder™ provides on-line credit card verification for drivers. The transaction is handled in a single step if the final amount is known. The card is swiped on the MDT and the details are sent to the control center. When the transaction is completed, an authorization number is returned and printed using the printer. To save time, an estimated transaction amount is pre-authorized. When the job is completed and the final total is computed, the authorization number is returned to the MDT and recorded by the system. As long as the final amount is within range of the original amount, no further processing is required.

Customer Callout: The Customer Callout feature allows the drivers to simply press a button on their MDT and PathFinder™ automatically dials the customer phone number that was recorded with the trip

details. The driver inputs the number of minutes he is from the pick up address, and the customer receives a phone message stating either, "Your cab will arrive in 'x' minutes," or "Your cab has arrived." The driver is then automatically notified of the result of the callout, i.e. "Succeeded," "Answering Machine," "Phone is Busy," or "No Answer." Customer Callout eliminates the need for dispatchers phoning customers and drivers leaving the safety of their vehicles to tell customers their cab has arrived.

WebBooker: WebBooker improves customer service and lowers operating costs by enabling account customers to book a taxi directly through a self-service website integrated with Pathfinder. WebBooker enables taxi companies to improve their business by providing customers a self-service taxi booking website. Integrated with Pathfinder, WebBooker improves customer service by enabling account customers to directly book a taxi and instantly view the dispatch status on-line. WebBooker lowers operating costs by reducing bookings handled by call takers.

In-Vehicle Equipment

iMAX 8000™ Mobile Data Computer

The iMAX8000™ is a highly integrated and intelligent device that is designed specifically for the fleet vehicle industry that demands a rugged and functional device. The iMAX8000™ represents the 4th generation of highly successful Windows CE, color touch screen computer, developed and deployed by Digital Dispatch. Digital Dispatch has an 18-year track record of success with AVL/mobile data terminal deployments in the roadside assistance, taxi, courier, paratransit and ambulatory industry.

The iMAX™ is Digital Dispatch's fourth generation Windows CE mobile data terminal. The iMAX8000™ has been enhanced based upon feedback from existing and prospective customer and offers more memory, compact flash, audio capability and more processing power to deliver additional performance than its predecessors.



The iMax™ is a rugged vehicle mount mobile Data Terminal (MDT) with modem wireless communication and local connectivity in an integrated single unit. The iMax™ brings a new horizon to mobile computing using RISC (reduced instruction set computer) technology and small footprint Windows CE operating system that starts rapidly and generates very low heat in a solid state design comparing to conventional 'laptop/mobile' computers. This is crucial to the harsh in-vehicle environment while allowing a highly integrated 7-inches wide-screen display for open platform integration of heavy duty commercial applications.

The iMax™ is easy to use because of the intuitive interface, which presents only relevant information in context to the driver's current status. It supports a wide variety of peripheral devices including Taxi Meters, Printers, Emergency Switches, etc.

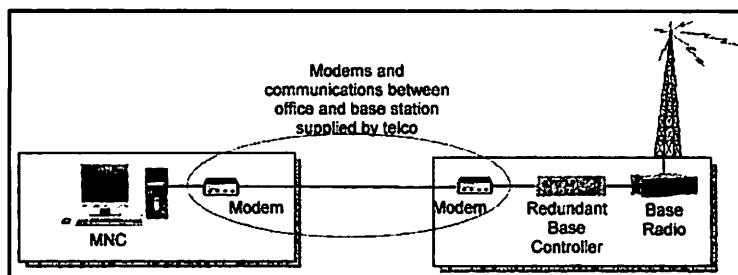
For GPRS the iMax™ has dual SIM card capability, a unique feature within the industry to give resilience by allowing connectivity to two networks. In the event of the first network failing, the iMax™ will switch to the second network operator allowing your operation to continue.

Using the NetMan software module, the iMax™ software can be updated over the air. With this unique capability there is no need to bring in vehicles to service the MDT's. The iMax™ also supports car navigation software.

An internal differential GPS receiver with an external antenna enables vehicle tracking. The GPS receiver captures vehicle locations in real time and can be used for closest-cab dispatch, book-in validation or automatic vehicle location and tracking using TaxiMap™.

Communications Infrastructure

Digital Dispatch's Multi-Network Controller (MNC™) product is a sophisticated wireless message router. It routes wireless messages between mobile devices such as Digital Dispatch's Vector 530™, iPilot 8000™, iMAX and Digital Dispatch's taxi dispatch products as well as with any other third party host applications and wireless devices. With its robust configuration options, the MNC also offers both wireless network as well as mobile device independence.



In the system a Redundant Base Controller (RBC™) is located at the radio base station.

Host application support offers simultaneous connectivity with up to 8 host dispatch applications, network configuration, diagnostics and statistics. The MNC™ provides a single point of contact for configuring, troubleshooting and monitoring wireless networks.

The benefits of the MNC™ include: reliable message delivery, improved system reliability, integrated statistics and reporting and reduced development time frames.

The proposed system uses a dedicated full duplex private mobile radio data channel for communications.

Reporting Procedures and Formats to the Department

Our combination of Digital Dispatch Systems (DDS) and Transportation Software Solutions (TSS) exceeds the level of service standards reporting required by even the most stringent standards. We can easily report service standards on a monthly basis summarized on a "year-to-date" basis. An example of available reports is included as Exhibit 9.

Safety, Training & Substance Abuse Programs

Supervisory Training Program:

G&S has a training program in place for managers and supervisors. Moreover because of our association with Super Shuttle International, we are able to benefit from their extensive training programs in customer services and relations. It is essential that each supervisor know how to most effectively motivate and direct personnel, as well as make sound business decisions. These programs include the dynamics of work, group operations, motivational theory, achievement models on leadership, managerial style, etc.

G&S follows the practice of promoting from within, whenever possible. This policy is made clear to all employees. In this manner both supervisors and employees alike can manage their personal efforts in a direction they feel will best advance them and their career. Given our current operations, G&S offers opportunities for employees to be promoted and achieve the full potential of their abilities.

G&S supervisors, dispatchers, order takers and schedulers will receive job specific training. This training will include as a minimum, the following:

- Employees who have contact with the public will go through a training program dedicated to customer service including such topics as: information dissemination, telephone etiquette, and empathy training. During the development of regular policies and procedures, our local staff will develop training materials and procedures for dealing with any disasters or emergencies that may be unique to the areas where we are operating.
- Prospective dispatchers and customer service representatives will be required to demonstrate their ability to read, write and understand English prior to final selection.
- G&S employs a training program for "interaction management" for all levels of supervision. This program provides a supervisor with communication tools to deal with problems encountered within the work place.
- Drug awareness seminars are provided on a regular basis. All supervisors, driver trainers, field services supervisors as well as all management personnel must attend classes on recognizing the substance dependent employee.

Dispatcher Training will be a professionally administered program that will include the following:

- A minimum of 40 hours of on-the-job training with an experienced dispatcher.
- Understanding of taxicab service policies and procedures.
- Extensive geographical knowledge of service areas.
- Map reading.
- Operational knowledge of the DDS system and equipment.
- A minimum of 8 hours of sensitivity training.
- A minimum of 8 hours of in-service riding.
- A minimum of 20 hours per year of refresher training.
- Any applicable training as needed.

Customer Service Representative (CSR) training will consist of the following:

- On-the-job training with an experienced CSR.
- Understanding of franchise policies and procedures.
- Extensive knowledge of geographical service area.
- Map reading.
- Phone etiquette to include dealing with abusive customers
- Sensitivity training.
- Annual refresher training.
- Applicable retraining.

Drug and Alcohol Testing

G&S has a drug testing program in place that meets the requirements of the California Government Code Section 53075.5 (b)(3). Included with the application is a copy of our Drug and Alcohol Testing Program as Exhibit 10.

Driver Training Program

1. **Sensitivity and Empathy Training** is conducted using materials developed by the Federal Transit Administration. Sessions are held to enhance sensitivity to all our customers including persons with disabilities, persons of sexual orientations, cultural and racial minorities, older persons and children as well as fellow employees. This program involves training for drivers, dispatchers and CSRs.
2. **Passenger Assistance Techniques Training** involves a three-part program that includes classroom lecture and discussion, presentation and videos relevant to passenger assistance and a "hands-on" practice applying classroom knowledge to practical situations. These techniques are taught by professional trainers.
3. **Defensive Driving Course** is a component of the training program that uses materials from the National Safety Council's Defensive Driving Course. Films, tapes and lectures coupled with behind the wheel instruction are provided. The DDC-8 program provides training on vehicle breakdown and accident procedures and emergency procedures and practices to include emergency vehicle evacuation. All drivers participate in our Defensive Driving Program, a portion of which is devoted to vehicle operation in bad weather.
4. **Behind-the-Wheel Training** is conducted by a senior driver within the company. The time spent in the vehicle is both as an observer and an active participant. This training includes: proper loading and unloading procedures, proper lock-down and securing procedures, proper use of radio, care and maintenance of the vehicle, accident procedures, dress codes, special driving skills for inclement weather and any special skills needed when transporting passengers. The training period may be extended (if necessary) to insure the individual can demonstrate the needed skills to be a driver.
5. **Customer Service Training** is an on-going program that is the foundation of our company. We have set our standards at a very high level and expect / demand that those levels be attained and maintained. The program is designed to do the following: build employee awareness, build skills required for excellent customer service, refine and upgrade these skills, encourage innovation and create an interaction between the CSR and the customer.
6. **Field Service Supervision** and training programs incorporated the use of a Road Supervisor to constantly check on the performance of the drivers during their shifts. The supervisor's activities include observing the driver, related driving habits, condition of vehicle and adherence to company policies and procedures.

A sample of the new driver training program schedule is as follows:

1. Introduction
2. Orientation
3. Procedure and Policies
4. Defensive Driving
5. Drug Free Workplace
6. Sensitivity training
7. Mobile Data terminal Training
8. Mobile Radio Operation
9. Map Reading
10. Behind the Wheel training
11. Review
12. First Day of Actual Driving
13. Second Day of Actual Driving

Substance Abuse Policy

G&S maintains a strong commitment to provide a safe, efficient and productive work environment. The company wishes to ensure that employees will perform their duties safely and efficiently in a manner that protects their interests and those of their coworkers and the customers we serve. In keeping with this commitment, the company has a strict policy regarding the inappropriate use and possession of drugs and alcohol. This policy recognizes that employee's involvement with alcohol or drugs can be extremely

disruptive and harmful to the work place. It can adversely affect the quality of work and the performance of employees, pose serious safety and health risks to the user and others and have a negative impact on work productivity and efficiency. Accordingly, the company requires all employees to report to work fit to perform their jobs and prohibits the use or possession of alcohol or illegal drugs. All employees must adhere to the rules stated in this policy. However, this policy in no way limits or alters the Company Drug and Alcohol Policy which more specifically delineates requirements for drug and alcohol abuse and testing in accordance with laws regarding employees in specific positions who are subject to on-the-job drug and alcohol testing.

No employee may use, possess, transfer, distribute, manufacture or sell alcohol or any illegal drug while on the company's property, while on duty, while "on-call" or while operating a vehicle or potentially dangerous equipment that is owned or leased by the company. In addition, no employee may report for work, or go or remain on duty or on-call while under the influence of or impaired by any illegal drug or alcohol.

For purposes of this policy, a drug will be considered an "illegal drug" if its use is prohibited or restricted by law and an employee improperly uses or possesses the drug, regardless of whether such conduct constitutes an illegal act or whether the employee is criminally prosecuted and/or convicted for such conduct.

It is essential that all employees comply fully with this policy, as stated and as further explained in the Company Drug and Alcohol Policy. Employees who violate this policy are subject to disciplinary action up to and including immediate discharge.

Personnel Practices

Employee Benefit Programs are an important part of the company's culture. By taking care of employees needs, we afford the personnel the opportunity to devote their full attention to their interaction with the customers, knowing that their personal concerns are, for the most part, being addressed. Benefits afforded to employees include: accident insurance plan with coverage limits to \$100,000 depending on the nature of the loss (loss of life, limbs, speech or hearing, medical or dental expense and loss of income). The company also provides the employees with competitive wages and benefits including the optional medical plan (HMO).

Vehicle Maintenance Program

The fleet operating under a City Cab logo are both company and privately owned. As such each owner, of a non-company vehicle, is required to maintain his vehicle to the standards outlined in the City of Burbank Ordinances. G&S has a supervisor whose primary function is to make sure the vehicles are clean, conform to the city, county and state regulations, the drivers are in uniform and demonstrating the proper driving techniques as dictated by common sense and the DMV. Cars not meeting the criteria are immediately pulled from service and not allowed back into service until all repairs have been made and inspected by the proper authority.

G&S does offer each owner / operator the opportunity to access our service facilities for help in finding the correct mechanics and shops to perform the maintenance required.

Each owner / operator is required to maintain and store his own maintenance records. They must be available for inspection by G&S staff as necessary.

Vehicle Maintenance Facility

G&S Transit Management, Inc. - Sun Valley facility

Administration, operations and maintenance of the company-owned fleet will be done at our San Fernando Valley facility located at 7955 San Fernando Road in Sun Valley. The facility is a fully equipped administrative and maintenance facility. Included functions are:

- Executive Offices
- Administrative Offices
- Reservations and Scheduling Facility
- Dispatching Center
- Training Facility
- Driver Lounge
- Fully-equipped Maintenance facility
- Secure Vehicle Parking

Our Sun Valley maintenance facility is equipped to do all day-to-day maintenance on the fleet of vehicles assigned to the project. Back-up, heavy duty maintenance can be done at our Rosemead facility. The Sun Valley facility includes new parts storage for ninety percent (90%) of mechanical failures and parts that require periodic replacement. Tires, alternators, starters, fan belts, wiper blades, bearings, complete transmissions for immediate replacement, engines 75% complete for immediate replacement, smog pumps and related parts, catalytic converters, all electrical bulbs, connectors, wiring looms, switches, etc., are all stored on site.

G&S contracts with a licensed hazardous materials disposal company for motor oil, transmission oil, ethylene glycol, grease, etc., at this facility. Cleaning fluids and solvents are disposed of by a monthly service.

If maintenance or warranty repairs are to be performed at locations other than the G&S maintenance facility, G&S will transport the vehicle, at its own cost, to and from the repair location. G&S will also be responsible for the transportation of replacement parts from retail outlets.

On-site mechanical equipment and tools:

1. (2) engine hoists
2. (4) hydraulic floor jacks
3. (2) cleaning part tanks
4. Complete hand tools for five (5) mechanics
5. Gear Pullers
6. Transmission parts cleaner
7. Pneumatic tools
8. Grinder
9. Safety equipment

Major equipment:

1. High capacity air compressor for pneumatic tools and body work
2. (3) floor mounted vehicle lifts
3. Brake lathe
4. Engine diagnostic equipment
5. Tire changer
6. High pressure transmission parts washer
7. Overhead lift
8. Refrigerant Recovery System (SCAQMD Certified)
9. Mig Welder
10. Arc Welder

Vehicle Maintenance Program

Vehicle Maintenance and Inspection

G&S has a strong commitment to preventive maintenance and has developed procedures to ensure quality control and fleet longevity. All maintenance personnel are required to participate in at least 12 hours of mechanical update training on an annual basis. G&S has implemented a Preventive Maintenance Inspection System. The system is PC computer based that tracks and reports on scheduled PMI's. This computer system allows maintenance personnel to retrieve PMI information at a moments notice, as well as review when the next PMI is due. The system will prompt maintenance if vehicle preventive maintenance is due as the computer is on-line each day. G&S's maintenance program contains six components:

- Pre-trip inspections
- Routine inspections
- Preventive maintenance
- Repairs
- Record keeping
- Audit

Routine Procedures

In order to ensure that proper maintenance is completed, the following procedures are conducted routinely:

Cleaning

Daily cleaning will consist of the following:

- Clean inside of all windows
- Remove all dust from seats, dashboard, wheel wells and rails
- Sweep vacuum all floor areas, clean all liquid spills
- Repair damaged seats
- Remove graffiti

Vehicles are subject to spot checks for cleanliness by the on duty supervisor and the road supervisor.

Tire Pressure

In order to maximize tire life and to provide an additional safety check, tire inflation is checked by the driver or maintenance person at least once per week. Improper inflation pressures are corrected immediately. In addition, tires will checked daily for sufficient tread and obvious wear.

Body Damage

Both the driver (daily with the pre-trip inspection) and the maintenance person are required to identify body damage. If body damage is due to an accident, an accident report and repair form is also completed.

Preventive Maintenance

G&S will follow the preventative maintenance checklist consistent with the routine established by the manufacturer or company policy, whichever is stricter. The maintenance program will include all taxicab inspection requirements specified by regulatory agencies. All vehicles in service are subject to preventive maintenance inspections every 3,500 miles or 45 day intervals, whichever occurs sooner within a 500 mile preventive maintenance window. The work to be performed shall meet the manufacturer's minimum requirements. Vehicles will not be placed in service if the vehicle has traveled more than 4,000 miles or 45 days since the last PMI.

G&S will use materials that meet or exceed the original manufacturer's specification when doing any repairs to the vehicles. The lubricants used shall meet or exceed the standards specified by the manufacturer.

Vehicle Maintenance

In addition to the PMI program, all other necessary repair work is performed as needed. This includes all body repair, mechanical work and engine and transmission overhauls. Vehicle repairs are completed using the highest quality parts available.

Each company-owned vehicle has a maintenance file that is maintained by the maintenance supervisor. This provides G&S with an ongoing history of all maintenance work performed and parts usage per vehicle.

Vehicles will be emission tested on a biennial basis or as required by law. Any service vehicle producing excessive smoke shall be removed from service and will not be permitted to operate until repaired.

Record Keeping/Maintenance Information System

G&S requires record keeping to document every aspect of the maintenance and accident reporting process. As previously stated, a permanent file is maintained for each vehicle. All repair orders, PMI records, vehicle warranty information, recall compliance documentation, CHP inspection reports, vehicle accident reports, etc. are maintained in a permanent vehicle file. It is the maintenance supervisor's responsibility to ensure that the files are maintained in accordance with company procedures.

The company utilizes the Main Star Fleet Maintenance Management System. This state of the art system provides a host of advanced maintenance functions which includes:

- Preventive Maintenance Scheduling
- PM, Floating and Fixed Levels
- Seasonal PM
- Past Due Preventive Maintenance
- Work Orders Not Completed
- Standard Reports and Cost Analysis
- Equipment Downtime
- Equipment History
- Equipment Warranties

Taxicab Features and Options

Non-Smoking Vehicles

All Vehicles in the G&S Burbank fleet are non-smoking. All drivers are strictly instructed not to smoke in their taxicabs either with or without passengers.

Radio System

G&S transmits from independent radio towers on numerous available radio frequencies, linked to G&S by redundant, dedicated telephone circuits. Each vehicle has a minimum of four radio frequency channels (two voice and two data), allowing communication to continue in the event of a channel or hardware problem. All radio transmissions are duplex, allowing send and receive communication simultaneously (and therefore increasing radio transmission efficiency over simplex methods). An automatic number identification system provides the dispatcher a digital readout of the vehicle transmitting. Radio coverage extends throughout the proposed service area. Besides the radio towers, G&S maintains a backup tower and transmitter on the site. Employees are trained on the procedures for operation of the auxiliary radio system. Ample FCC licensed radio frequencies are available for this service.

Two of the radio frequencies are devoted to digital transmission (with the remainder for additional communication via voice). G&S uses digital communication to Mobile Data Terminals, allowing trip information and other data communication to be sent directly to the in-vehicle data terminal. Drivers can also digitally communicate back to the dispatcher or the base station computer, utilizing the keypad on the data terminal. The base station computer can then communicate with other computers via data, such as telephone automated attendant information, credit card companies, etc.

Vehicle Technologies and Security Systems

In addition to the mobile data terminal and radio system in each taxicab, G&S utilizes standardized, state-of-the-art taxicab technology for each taxicab's meter, top lights, shields and other devices.

Taximeters

The type and trade name of the taximeters to be used and copies of the most recent calibration of all taxicab meters to be used.

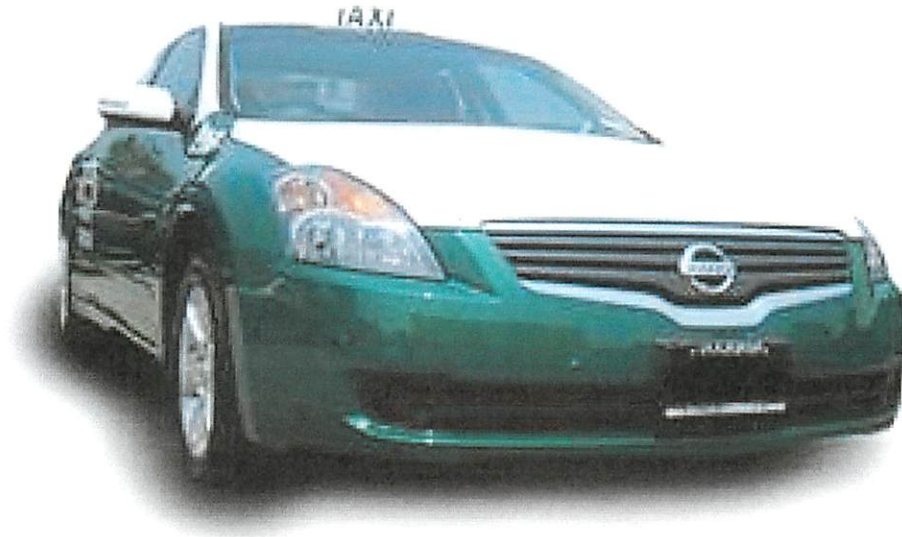
There are two trade named taximeters currently in use by City Cab. They are: Centrodyne, Silent 610 and Pulsar, Models 2010, 2020 and 2030. Copies of the most recent certifications are included in Exhibit 12.

Taximeter features:

- Interfaces to a dispatch system via its RS232 serial port.
- Easy installation, comes with a pulse divider.
- Uses large, bright, easy to read LED displays for easy viewing.
- Change rates instantly with the push of a button.
- Durable metal case (not plastic)
- Each meter can be given its own electronic serial number.

G&S uses the services of Communication Business Network for installation, maintenance and calibration of all taximeters. CBN is licensed by the California Department of Weights and Measures.

UNITED TAXI BURBANK



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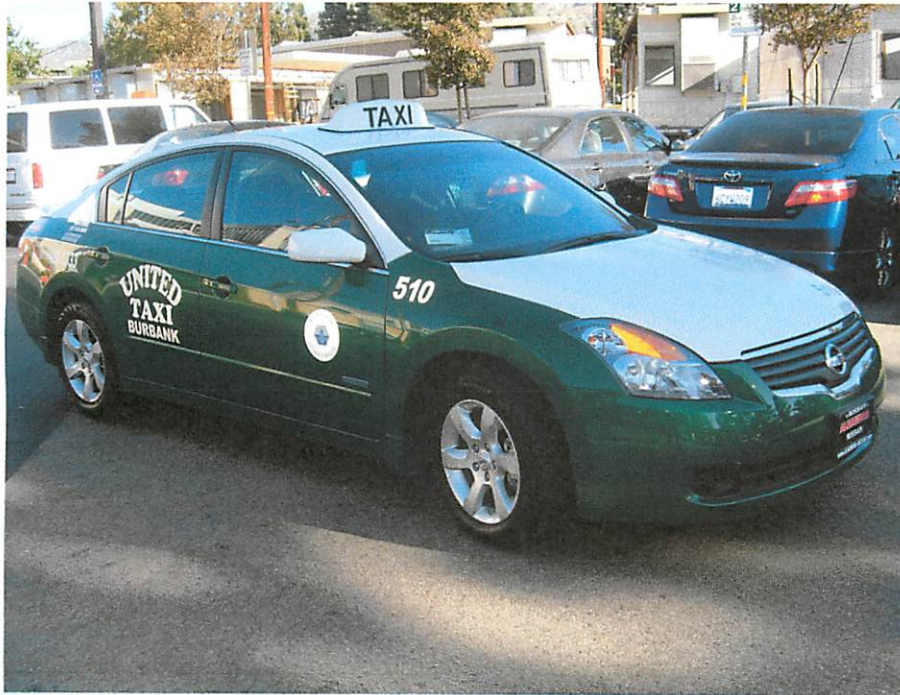
Attachment 12

Attachment 13

Attachment 14

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Introduction

In response to City of Burbanks Business Application requirements, United Taxi of the South-West, Inc. (UTS), DBA United Taxi Burbank, a subsidiary of United Independent Taxi Drivers, Inc. (UITD), is pleased to submit this Application and all required information for the future operation of taxicab service in the City of Burbank, CA.

United Taxi of Burbank is requesting a total of 30 taxicabs, of which 20 are currently on the road in the City of Burbank. All 30 taxicabs will have the same identical color scheme of distinctive metallic green and white.

UTS and UITD believe strongly after more than 33 years of operating taxicabs in Los Angeles County, City of Los Angeles, Antelope Valley, Santa Clarita, Beverly Hills and West Hollywood, Culver City, Santa Monica, Burbank, Pasadena [vehicles in preparation], Manhattan Beach, Hermosa Beach and South Bay Cities that continuity of service provides a significant advantage to the riding public in terms of convenience as well as to the taxicab provider for efficient use of taxicab resources.

United Taxi of the South-West, Inc. Burbank (UTS) is appreciative for the privilege given to serve this great city and looks forward to serve for many years to come. United Taxi Burbank currently provides taxicab service in Burbank and seeks to continue as a provider of these valuable services for many years to come. United Taxi is uniquely qualified to successfully meet the requirements of the service as described in this application.

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In addition to understanding the importance of continuity of service, UTS understands that use of City streets for the operation of taxicabs is a privilege and appreciate the budding opportunity to reconnect and rejuvenate the prior great relationship with the City. UTS has safely and enthusiastically met the needs of countless Burbank residents and visitors.

This application seeks to demonstrate that UTS is more than qualified to operate a Taxicab Service in the City of Burbank by highlighting UTS solid background in fleet management and taxicab operations; financial ability to establish and maintain a high quality taxicab service; and commitment to establishing a business management plan necessary to implement and maintain a high level taxicab service. Combine these qualifications with their commitment to excellence, displayed by their dedication to management, administrative staff, driver safety, outstanding customer service and integration of innovative programs and technologies, UTS is sure to result in reliable and rewarding experiences for the taxicab patrons of Burbank. [see pics. In attachment 1](#)

0.1 UTS and Burbank

UTS respectfully request the City of Burbank grant its dependable, safe, and friendly owners/operators the opportunity to continue to provide excellent service to the residents of this great city. This section details the relationship UTS has maintained with the City of Burbank over the past 3 years. The following subsections describe the history of UTS and UITD, explain how UTS can enhance the City in the future, and demonstrate the UTS and UITD familiarity with servicing Burbank and the greater Los Angeles area.

0.2 UTS History

UITD dates back to 1977 when one hundred independently licensed taxi drivers gathered to form a taxi-for-hire operation comprised of individuals who believed they could raise the industry standards left lacking by existing greater Los Angeles area companies.

Made up of an entrepreneurial spirit and a collective sense of integrity, they formed an association, the United Independent Taxi Drivers, Inc. (UITD), using bylaws based on a democratic system of checks and balances. A President, Vice-President, Corporate Secretary, Treasurer and Board of Directors were elected to carry forth the agenda of the members, effect the daily operations, and oversee all the actions necessary to run a successful non-profit enterprise.

In 1992 UITD bought its own office building and moved its office to the new 900. N. Alvarado Street in the City of Los Angeles. [see pics. In Attachment 1](#)

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In 2005, UITD formed UTS, a subsidiary corporation, to separate its operations outside of the City of Los Angeles under the umbrella and oversight of UITD. Combined, UITD and UTS have over 511 taxicabs operating in the County of Los Angeles.

United Taxi of the South-West, Inc. is a Membership Corporation in the State of California. In order to document proof that UTS is in fact who it represent itself to be within this Application, UTS' Articles of Incorporation from the Secretary of State are submitted as **Attachment 2**.

Through the formation of UTS, UITD pledged to efficiently and safely serve the citizens of different municipalities by dedicating units to different areas. UTS is a wholly-owned subsidiary of UITD and operate within the same set of corporate values. UITD/UTS drivers strive to meet and exceed customers' needs through uncompromised customer service. There is an overlap of officers and Directors, such that, the Officers and Directors of UITD are also the officers and directors of UTS.

0.3 An Existing Partnership:

UTS is not a stranger or newcomer to the City of Burbank. They already have a large following and customer base in Burbank which will be continued with new permits issued as a result of this Application. United Taxi Burbank was first in bringing 100% Brand new Green vehicle fleet to the City. **see pics. In Attachment 6**

Commencing in or about July 2008, and continuing to the present, UTS successfully operated a fleet of 20 all green taxicabs in the City of Burbank with permits from the City of Burbank. UTS and UITD also established one of the first taxi programs against drunk drivers, called the MADD Program; as well as, a VIP Program, providing a 10% discount for all customers who buy the discount coupons in advance. UTS also performed an extremely comprehensive and important role providing taxicab services in the City of Burbank which greatly benefited the City of Burbank for the past 3 years. **Attachment 13**

Additionally, through a partnership with UTS, the City can enhance its ongoing Sustainable City Plan's transportation and human dignity goals. UTS' commitment to reducing air pollution through integration of fuel-efficient and low emission alternative fuel fleet vehicles supports the Plan's transportation goal to minimize pollution through the City's commitment to alternative fuel vehicles. UTS special programs for disabled and elderly patrons support the Plan's human dignity goal to provide access for disabled and elderly allowing them the ability to meet basic transportation and mobility needs. Further discussion of proposed UTS fleet composition and vehicle types is presented in **Section 4**.

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0.4 UTS Familiarity with Burbank:

UTS and UITD have acquired proficient knowledge and understanding of The City of Burbank and Bob Hope Airport over the 3 years of experience. The following sections demonstrate UTS and UITD familiarity with the City of Burbank and Bob Hope Airport, residents, visitors, economy, location of hotels and rules/regulations.

Burbank is a vibrant valley community in the San Fernando Valley of Los Angeles County. The City is home to an important airport, many entertainment studios comprising an active community with attractions that include a major shopping mall and night life popular with local residents, tourists and different age groups.

Burbank has an estimated population of 107,921 (2007). With a land mass of 17,155 square miles, with a growing senior population of people 65 years and older. The senior component of the City's population will become increasingly dependent upon transportation alternatives other than private automobiles in the coming years.

Burbank is a popular destination with renowned hotels, restaurants and taverns with a strong commercial and retail center like the Media Center. Visitors, bar patrons and residents will rely on taxicabs for their local transportation needs that creates an active taxicab service area within the City and the surrounding areas.

All of these demographic factors combine to create a heightened emphasis upon the importance of taxicab service in the City of Burbank. United Taxi is distinctly qualified to meet this challenge to continue as the premier provider of taxicab services and appreciates the opportunity to detail the qualifications that distinguish the company.

(i) Burbank Taxicab Ordinance and City Rules/Regulations

Additionally, UTS drivers are thoroughly familiar with the Burbank's Taxicab Ordinance and Taxicab Rules/Regulations and fully intend to incorporate these rules in the operations of the Taxi service.



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1. Company Name and Address, Names and Residences of Officers;

1.1 Name and Address of Corporation:

United Taxi of the South-West, Inc. (Incorporated 2005)
dba. United Taxi Burbank
900 North Alvarado Street
Los Angeles, CA 90026



See Pics. in Attachment 1

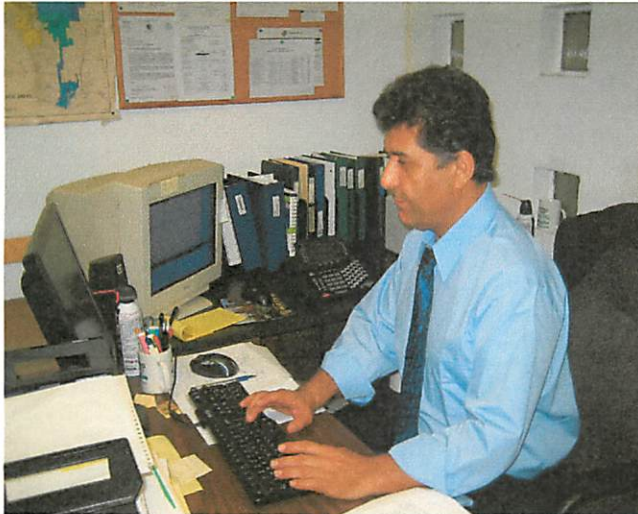
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and Board of Director. His strong military background gives the leadership ability to move forward the company inside and outside.

Mr. Primushko interacts and maintains relationship with multitude of customers and responsible for public and personnel relations on a daily basis. He maintains professional relationship and represents the organization before the various government agencies to whom UITD and UTS reports and before the municipalities within which UITD and UTS operates.

UITD / UTS Vice President



Supporting Mr. Primushko is Mohammed Pourrastgar, UITD and UTS Vice President. Mr. Pourrastgar's 16 years of taxicab driver experience with UITD, one terms as a member of the Board of Directors, provides an excellent background for his current position as Vice President. His duties include the day-to-day supervision of the dispatch operations, field supervisors and vehicle inspection process. Mr. Pourrastgar was elected as UITD Vice President in January 2010.

UITD / UTS Corporate Secretary



Felix Knyazher is UITD and UTS Secretary. Mr. Knyazher's 5 years of taxicab driver experience with UITD, 2 terms as a member of the

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Board of Directors, and 2 terms as a Board Sub-Committee member provides an excellent background for his current position. As Secretary, he oversees all records of the corporation and makes sure that they are kept up-to-date, including the Bylaws, Articles of Incorporation, records of meetings, and other organizational and identification paperwork. Mr. Knyazher served as Secretary in 2009, and was re-elected in January 2010.

UITD / UTS Corporate Treasurer



The Chief Financial Officer and current elected Treasure of the Corporation is Jacob Eskin. Mr. Eskin's 17 years of taxicab driver experience with UITD, 6 terms as a member of the Board of Directors, and 3 terms as a Board Sub-Committee member provides an excellent background for his current position. As Treasurer, he oversees the management of all funds of the Corporation and the Corporation's accounting staff. Mr. Eskin served as Treasurer in 2007, 2008 and 2009 and was re-elected January 2010.



UITD / UTS Accounting Staff

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3. The Nature of the Business:

United Taxi of the South-West, Inc. (UTS) Is a Taxi Company, which provides service to many Cities of the greater Los Angeles area. United Taxi of the South-West, Inc. is currently doing business as United Taxi Burbank in the City of Burbank.

3.1 Business experience:

United Independent Taxi Drivers, Inc. (D.B.A. United Independent Taxi) is a taxicab association organized under the laws of the State of California and incorporated in 1977. [see attachment 2](#). The association members own the Company with each taxicab representing one share in the corporation. Members elect a Board of Directors, which is responsible for supervising the management of the Company. For the most part, members of the management team are also members of the association. The bylaws of the Corporation require that the members meet five times each year with the ability for management to call special meetings as required in the course of business. Once a year the members elect a Board of Directors and the Officers.

The founding fathers of the association, United Independent Taxi Drivers, Inc. (UITD) started the business in 1977 and incorporated in July 1977. After 33 years the association has grown from 100 owner/Members and 100 taxicabs to 275 owner/members, 122 owner/operators and over 850 independent contractor drivers. Today UITD and UTS operates 511 taxicabs in the Greater Los Angeles Area, the second largest taxicab operator in City of Los Angeles.

UITD has three DBAs 1.UIT (United Independent Taxi) which has 289 taxis operating within inner City of Los Angeles and surrounding cities.

2. UTSFV (United Taxi of San Fernando Valley), which has 100 taxis operating in San Fernando Valley.

3. UTS (United Taxi of South-west, Inc.) was formed in 2005 to better serve and manage the taxis in smaller communities and cities. This corporation has 6 DBA's: United Taxi of Antelope Valley and Santa Clarita, United Taxi of Burbank, United Taxi of Pasadena, United Taxi of West Hollywood and Beverly Hills, Culver City Yellow and United Taxi of South Bay. UTS operates a total of 122 taxis.

We have established a local Burbank telephone number along with an 800 Number to make sure that all incoming customer calls are local or non-toll calls.

UITD's & UTS's Dispatch Center is located at its headquarters building at 900 Alvarado Street in Los Angeles. The Dispatch Center consists of 18 Order Takers, 2 Dispatchers and 1 Dispatch Supervisor Manager per shift. UITD & UTS have 42 dispatch employees. The facilities at the Dispatch Center are shared by UITD (dba: United Independent Taxi & dba:

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United Taxi of San Fernando Valley), and UTS (dba: Culver City Yellow Cab, dba: United Taxi of Beverly Hills and West Hollywood, dba: United Taxi South Bay, dba: United Taxi Antelope Valley & Santa Clarita, dba: United Taxi of Burbank, dba United Taxi of Pasadena).

The Dispatch Center also houses UITD's state-of-the-art dispatching hardware, software, and the newly installed Telrad phone system. UITD uses computer dispatching with Digital servers from Digital Dispatch Systems Inc (DDS) software. UITD is a trendsetter regarding dispatch facilities, in that it was among the first of taxi companies to utilize computerized dispatching equipment with DDS digital servers and the TaxiTrack software program. Such technology helps UITD to enter calls, dispatch and complete trips quickly and efficiently. By simply entering an account number or the customer's telephone number, call-takers can instantly retrieve all relevant information about the customer. The Caller ID interface even automates this function, thus speeding the call-taking process. Through its ability to store, retrieve, and sort an extensive amount of data, the dispatch system also provides an indispensable tool for evaluating UITD's performance in the delivery of service to the public. As a back-up in the event of emergency, UITD has the ability to dispatch verbally directly to the taxis via radio dispatch. [See Pics. In Attachment 1](#)

➤ ***Plans to ensure access to dispatch technology and facilities as detailed per contracts agreements and how this effects the best interest of the public for continued service needs:***

By owning both the Dispatch Center and the dispatch technology systems, UITD is able to ensure that its dispatch capabilities will always be available, both now and in the future. The dispatch systems that UITD possesses provide excellent service to our customers and are among the most advanced in use in the taxi industry today. UITD's corporate decision to acquire this technology reflects its commitment to utilize the best systems in order to provide the best services possible. The dispatch staff works actively with UITD's hardware and software vendors, system designers drivers, customer service, and accounting staff to identify opportunities to maintain, expand, upgrade, evaluate, build on, and improve the systems UITD has in place. UITD takes extra care to assure that its dispatch capabilities will be operating and available at all times. To protect and assure the continuity of its dispatching capabilities, UITD and UTS operates its dispatch and communication with its 499 taxis on seven radio frequencies assigned by the Federal Communications Commission. Two are voice frequencies and five are data frequencies that provide back up and redundancy. The base station is located at the Dispatch Center, with antennas and transmitters at Mount Wilson, Hollywood Hills, Oat Mount, Mt. Hauser, and Palos Verdes. UTS is planning to add two data and one voice frequencies to use for its Burbank, Glendale and Pasadena units.

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In order to assure smooth, efficient service without interruption in the event of server failure, UITD has "mirroring" servers. The back up server is triggered automatically in the event of failure of the main server. UITD has emergency power and back-up equipment in the event of an earthquake or any other emergency causing a power shortage or blackout. We are proud of the fact that in the aftermaths of the LA riots and the Northridge Earthquake, UITD was operating at full service. Through its maintenance contract with DDS, any problems with the dispatching system are attended to within minutes. This is done in Canada remotely from the DDS offices to save time. In addition to these measures, UITD contracts with Mobile Communications to maintain the radios within the taxi vehicles and to maintain the antennas at its transmission sites.

DDS Hardware and TaxiTrack Software

TaxiTrack automatically matches trip requests received from customers via Automatic Call Taker (ACT), Remote Call Taker (RCT), or human call takers to the first available taxicab in the zone where the service is requested. The dispatch computer-server automatically transmits details of the customer's request to the MDT installed in the taxi. Drivers view trip details on the terminal screen in their vehicle. The matching of a trip with an available taxi occurs very quickly as it is based on information stored in TaxiTrack databases. The databases contain complete details on drivers, vehicles, and addresses. TaxiTrack records a prioritized list of available taxicabs based on the order in which the drivers booked into each zone. During the automated dispatching process, trips are assigned to drivers at the top of the queue. A driver moves up on the queue as taxis accept trips.

Mobile Knowledge

UITD and UTS are always working on bringing and implementing new technologies available to make our service even better. Very soon our Burbank Taxicabs will be equipped with the very latest in dispatch technologies. Mobile Knowledge is a world leader in mobile data communications, dispatch and GPS-based vehicle location tracking systems. Mobile Knowledge products and services allow fleet and vehicle owners to increase mobile dispatch productivity and improve precision in taxi service.

United Taxi Burbank will be the first fleet to get this new technology. [See Attachment 12](#)

UITD Web Page www.UnitedTaxi.com

United Taxi of the South-West, Inc. DBA United Taxi Burbank

City of Burbank Business Application, 2011

UITD web page was the first in the industry for its locale. UITD Has expanded its taxi reservations capabilities using the Internet and the UITD WebPages. Major accounts and repeat customers will have the convenience through a secure web connection to order a taxi from their offices or homes. [See Pics. In Attachment 10](#)

Credit Card Acceptance and Authorization

UITD has policy of acceptance of credit cards by all vehicles with a \$10 Minimum and has been accepting credit cards for about 25 years. Card swiping and processing is accomplished through a special feature on the Mobile Display Terminal inside the taxi.

UNIFIED DISPATCH SYSTEMS (UDI)

UITD Signed a \$125,000.00 contract to install Unibook with UDI (Unified Dispatch System) on November 2007. UITD is the first taxi company to use UniBook in the County of Los Angeles.

UniBook allows passengers to book taxi service via an automated system. To utilize *UniBook*, passengers simply dial the company's existing phone number and are provided with the choice of reserving a ride automatically or waiting to speak with a live agent. The system is aware of the caller's address based on the calling number and information taken from our dispatch system. Once the call is answered, an automated system asks the caller if they would like to be picked up at the address associated with their phone number. If the caller dials "1" for Yes, the cab is booked automatically. Otherwise, the caller is transferred to a live customer service agent. A caller can book a taxi with UniBook in less than 15 seconds.

By installing UniBook, UITD / UTS will reduce the customer's important time. By automating a significant number portion of our calls, hold times are reduced and fewer callers hang up. Further, *UniBook* aids the non-automated callers by relieving pressure on our call center agents and allowing them to spend extra time on the phone with more needy callers. Ultimately, callers are happier because their call will be handled more efficiently. The system will also track the order if the customer calls to find out if the taxi was dispatched for the order and will also inform the taxi number and the location of the taxi. The system, when it is fully operational, will call back the customers to check if the customer is still waiting for a taxi.

INNOVATIVE PROGRAMS:

United Taxi of the South-West, Inc. DBA United Taxi Burbank

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Our MADD (Mothers Against Drunk Drivers) Voucher program will reduce the number of drunk drivers in the City. This program is fully funded by the Association.

We will be maintaining and implementing programs providing readily available taxi rides on Holidays, Special Events, New Years, and After-School Programs, all consistent with the safety and welfare of all residents and visitors to Glendale.

VIP coupon program will give 10% discount to seniors and the coupons are also transferable. These coupons are available for any person who wants to purchase ahead of time and use it when it is needed.

UITD/UTS offers voucher and meter receipt accounts to offices, clinics, & to any individual or organization who wants to pay monthly.

All drivers are Owner/Operators or Independent contractors. **Attachment 6** All of our proposed Burbank Drivers have extensive training not only as to how to drive a taxi, but also how to take care of our customers. A customer complaint will be investigated by our Officers, including the President, and will thereafter be assigned to the Liaison committee for investigation and resolution. If the complaint is serious, the driver will not work until the case is reviewed by the Committee. The President also has the authority to discipline or terminate the driver. Appropriate reimbursements or other resolutions will be made if the customer posts a valid complaint incurring any inconvenience at the fault of the driver.

- **Liaison Committee:** Three senior and professional drivers are selected to be members of this Committee. Customer complaints, driver complaints, and minor disputes between drivers are referred to this Committee to be resolved at its weekly meeting. Cases that are not resolved are referred to the management and the Board of Directors. Members of this Committee play a major role in providing leadership for drivers and maintaining a customer friendly work force. **See pics. In Attachment 9**

- **Accident Committee:** All accidents and incidents are referred to this Committee. Drivers involved in an accident are asked to bring a current DMV record and may be assessed points if found to have caused an at fault accident. UTS operations department provides the Committee with all driver accident history and an up-to-date loss run and status of accidents. Cases that are not resolved in the committee are referred to management and the Board of Directors for appropriate action. **See pics. In Attachment 9**

United Taxi of the South-West, Inc. DBA United Taxi Burbank

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- **Dispatch and Promotion Committee:** This committee meets as required to assess the performance of UTS dispatch. Members work closely with management and rate the **performance** of dispatchers and order takers. This committee addresses dispatch related complaints and assists management in its quest to keep UTS dispatch operations responsive to the needs of customers and drivers, as well. The committee also provides input to the marketing department to identify opportunities for new business. **See pics. In Attachment 9**

- **Finance Committee:** This committee meets as required to assess the company's finances. Members work closely with management, especially the Treasurer, the CPA and all of the Accounting Department. **See pics. In Attachment 9**

Programs and Activities for Testing, Supervision and Social Benefits:

➤ ***Processes for Solicitation, Screening, Drug Testing and Hiring Drivers;***

UTS recruits drivers from the area it serves, whenever possible since such drivers know the areas and communities best. Recruitment is done through word of mouth, newspaper ads and the California Employment Development Department.

All prospective drivers must:

- Be a US citizen or provide proof of legal residence and permit to work.
- Be at least 23 years old.
- Have a valid California Class " C" license for at least 2 years.
- Must provide a DMV H-6 printout that is less than 30 days old.
- Must have not more than 8 UTS points in his/her driving record.
- Must not have had any misdemeanor convictions within the past 3 years.
- Must have no felony convictions
- Driver Training
- Must be willing to submit to a random drug testing (Norton Medical Industries) and in some instances a medical exam.
- Must not have any physical or mental conditions that would prevent the driver from boarding, alighting, securing, and transporting passenger safely.
- Be able to read, write, and speak English
- Be familiar with Los Angeles County
- Be screened by UTS's insurance carrier
- Be familiar with all the rule and regulations of all jurisdictions they will drive in.

All drivers must complete UTS's in-house three-day safety and operational training. As discussed in the section following, the training includes both classroom instruction and behind-the-wheel training. The curriculum is taught by a full-time trainer with many years of experience in the industry. Each new driver receives a UTS Driver Training Manual. **Attachment 14**

United Taxi of the South-West, Inc. DBA United Taxi Burbank

City of Burbank Business Application, 2011

Drug Testing: UTS has the following policies:

Drug Testing employees

Employees are subject to the requirements of the Drug Free Work Place Act of 1988 and the U.S. Department of Transportation drug testing regulations (49 CFR Parts 653 and 654, Drug and Alcohol Testing Programs) and California Government Code Section 53075.5(b)(3), pertaining to pre-employment periodic testing of employees for controlled substances and alcohol.

Drug Testing Permitted Taxicab Drivers

All UTS taxicab drivers licensed by all cities are tested for controlled substances and are enrolled in an annual random test program for drugs and alcohol, section 4.4(f) of franchise ordinance. To insure that all drivers are enrolled in the program, UTS uses DDS TaxiTrack software. The expiration date of the RENEWAL CERTIFICATE is stored in the database and the driver will be automatically de-authorized and unable to work until she/he renews.

Random testing for controlled substances are part of initial permitting, annually, randomly (50% of driver pool each year), post accident testing and return-to-service programs. Urine samples are used to test for controlled substances. Five controlled substances are analyzed with a driver's amount not equaling or exceeding the following levels: Amphetamines at 1000ng/ml; Cocaine metabolites at 300ng/ml; Marijuana metabolites at Song/mi; Opiate metabolites at 2000 ng/ml; and Phencyclidine at 25 ng/ml. A minimum of 10% of the driver pool is tested for alcohol level each year. Breath alcohol testing is used for this purpose with the driver being summoned for testing during a normal work shift. A negative test (passing) for alcohol means an alcohol-screening test showing a breath alcohol concentration of less than 0.02 percent. This percentage normally represents a four-hour drink to drive time period. For all drug testing, UTS contracts with Norton Medical Industries and/or other qualified providers.

What is Considered Substance Abuse in the Workplace?

The term "substance abuse" refers to alcoholic beverage and other mood-altering substances ("drugs of abuse") that have a potential for inappropriate use. Drug abuse includes both legal drugs, when taken in excess or without a prescription, and such illegal drugs as PCP, cocaine, and heroin. It should be noted that all employees/independent contractors/members will be subject to written notification upon each alcohol or drug occurrence resulting in a derogatory report in their personnel file. These written results will remain permanently in the respective personnel file.

United Taxi of the South-West, Inc. DBA United Taxi Burbank

City of Burbank Business Application, 2011

4. The Number of Vehicles Proposed to Be Operated;

As noted in the Proposal introduction, UTS is requesting a total of 30 taxicab permits. Of that number, 20 are already on the road and are all Green (Hybrid) vehicles. The remaining 10 taxicabs will have the same distinctive color scheme of metallic green and white, and will be composed of two (2) year 2007 or newer wheelchair accessible vans, three (3) year 2007 or newer regular vans and five (5) 2008 or newer Green (Hybrid or equivalent) vehicles.

UTS is committed to integrating alternative fuel vehicles into their fleet as demonstrated in 2008 when United Taxi of the South-West DBA United Taxi of Burbank was the first taxicab company to use 20 new Hybrid vehicles in the City of Burbank and at Bob Hope Airport.

Therefore, United Taxi Burbank's future plan is illustrated in **Table 6.0**, and **Attachment 6**.

As the **Table 6.0** specifies, UTS DBA United Taxi Burbank has been operating in The City of Burbank since July of 2008 with 20 Hybrid vehicles and no big sized or wheelchair accessible vehicles. It is understandable that in order to be successful and provide the best service to the community, a taxi service needs to have the passenger and luggage capacity to accommodate all passengers needing the service. We have been operating in Burbank with no vans or wheelchair accessible vehicles for the past three years. It has not been easy to turn down business, because you don't have the capability to service passengers with large parties or a lot of bags.

We also need at least 5 more regular cabs to accommodate our growing business and be able to compete with the competition. Right now we are very afraid that the demand will exceed our capacity, because of the small amount of cabs we have to service the extra business we get from our existing promotion and word of mouth.

Table 6.0 UTS DBA United Taxi Burbank Fleet Vehicle Composition and Operation Plan				
	Total # Vehicles	# Hybrid Vehicles	# Regular 6 pass. Vans	# Wheelchair Accessible Vans
Proposed Fleet	30	25	3	2
In service Since 2008	20	20	0	0

United Taxi of the South-West, Inc. DBA United Taxi Burbank

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5. Rates to be Charged; See Attachment 3

\$2.65 Flag Drop (First 1/9 Mile or 37 Seconds or Fraction Thereof)

\$0.30 For Each Additional 1/9th Mile or Part.

\$0.30 For Each 37 Seconds of Waiting Time and/or Traffic Delay (\$29.19 / Hour Wait).

\$2.50 Surcharge for Trips Originating in Bob Hope Airport.

United Taxi of the South-West, Inc. DBA United Taxi Burbank
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7. The Color Scheme and Characteristics Insignia to be Used to Designate the Vehicles of the Owner, the Type and Trade Name of Taximeter to be Used and the Size, Location and Warding of Signs to Appear on the Taxicab;

7.1 The Color Scheme and Characteristics Insignia to be Used to Designate the Vehicles of the Owner:

All of our cabs have Green Metallic color on all four sides with a white top. **See Attachment 8**



7.2 The Type and Trade Name of Taximeter to be Used;

United Taxi Burbank is and will be using The Silent 620 Electronic Taximeter made by Centrodyne. See Attachment 8



The Silent 620 Electronic Taximeter

7.3 Location and Warding of Signs to Appear on the Taxicab:

United Taxi Burbank is and will be displaying the wards "UNITED TAXI BURBANK" on both rear doors and the trunk of its Taxicabs. It does and will display a local phone number on both of the vehicles rear fenders and a toll free number on the rear facing side of the trunk. It does and will display the vehicle number on all four sides of the Taxicab. It does and will also display behind both of the rear door windows the wards "ALL PASSENGERS RIDE FOR THE PRICE OF ONE" and "DRIVER CARRIES ONLY \$5.00 IN CHANGE"

All these signs are and will be as allowed by the City of Burbank License and Code Services Division. See Attachment 8

United Taxi of the South-West, Inc. DBA United Taxi Burbank
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8. Proof of Insurance, in a Form Acceptable by the City Attorney;
See Attachment 7



United Taxi of the South-West, Inc. DBA United Taxi Burbank

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9. List all AKA's and Aliases (past and present) of All Owners, Partners, Corporate Officers or Principals of the Taxicab Company;

Andrey Primushko has not used any AKA's or Aliases .

Mohammed Pourrastegar has not used any AKA's or Aliases.

Felix Knyazher was previously known as **Feliks Knyazher**.

Jacob Eskin was previously known as Yakov Eskin

None of the officers of the company have used any AKA'S or Aliases, than the names listed on this application, to do business in The City of Burbank.

Through the formation of UTS, UITD pledged to efficiently and safely serve the citizens of different municipalities by dedicating units to different areas. UTS is a wholly-owned subsidiary of UITD and operates within the same set of corporate values. UITD/UTS drivers strive to meet and exceed customers' needs through uncompromised customer service. There is an overlap of officers and Directors, such that, the Officers and Directors of UITD are also the officers and directors of UTS.

Throughout the 33 years United has been in business, it has always used United Taxi as its distinctive name. As United Taxi grew, the members have decided to add to United Taxi the name of its local service areas. For example In the City of Burbank we are called United Taxi Burbank. In South Bay, United Taxi South Bay, In the San Fernando Valley, United Taxi San Fernando Valley, etc.

Here is a list of all the AKA's or aliases we use in all of our business. **Attachment 11**

1. United Independent Taxi Drivers Inc.

1a. D.B.A. United Independent Taxi:

City of Los Angeles	289	permits
City of Beverly Hills	3	permits
City of Culver City	10	permits
City of West Hollywood	33	permits
County of Los Angeles	180	permits
City of El-Segundo	10	permits

United Taxi of the South-West, Inc. DBA United Taxi Burbank
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City of Agoura Hills (Unlimited Service) -- permits

1b. D.B.A. United Taxi of San Fernando Valley:

City of Los Angeles, San Fernando Valley 100 permits
County of Los Angeles 7 permits

2) Operated by United Taxi of The South-West Inc.

2a. D.B.A. United Taxi of Beverly Hills & West Hollywood

City of Beverly Hills 18 permits
City of West Hollywood 60 permits

2b. D.B.A. United Taxi Antelope Valley & Santa Clarita

City of Santa Clarita (County) 10 permits
City of Lancaster 12 permits
City of Palmdale 12 permits

2c. D.B.A. Culver City Yellow Cab Company

City of Culver City 23 permits

2d. D.B.A. United Taxi of South Bay

City of El-Segundo 10 permits
City of Inglewood 50 permits
City of Redondo Beach 30 permits
City of Hermosa Beach 40 permits
City of Manhattan Beach 40 permits
City of Lawndale 40 permits
Rancho Palos Verdes Estate 10 permits
County of Los Angeles 6 permits

2e. D.B.A. United Taxi of Burbank 20 permits

2f. D.B.A. United Taxi of Pasadena 50 Permits

2g. D.B.A. United Taxi of Santa Monica Pending

10. The Applicant's Agreement to Submit to a Background Investigation Conducted by the Chief of Police, of All Principals of the Taxicab Company;

Per the Application instructions, it is the intention of all elected officers to be fingerprinted by the Burbank Police Department via Department of Justice Live Scan Agency (DOJ) for a criminal record.

United Taxi of the South-West, Inc. DBA United Taxi Burbank

City of Burbank Business Application, 2011

11. Disclosure of the Date and Issuer of All Permits to Operate as a Transportation Business Held by the Applicant or Any Principals of the Business Within Seven Years Prior to the Date of Application, Including Management and Consulting Services;

The following is a list of all current/previous issued franchise, permits, or operation in any local, county or other government entity service area over the past ten years. The list is organized into two categories: 1) Permits operated by UITD and 2) Permits operated by UTS.

1) United Independent Taxi Drivers Inc.

1a. <u>D.B.A. United Independent Taxi:</u>			<u>When Permits Issued:</u>
City of Los Angeles	289	permits	1977
City of Beverly Hills	3	permits	Over 7 Years
City of Culver City	10	permits	Over 7 Years
City of West Hollywood	33	permits	Over 7 Years
City of Santa Monica	51	permits	1978
County of Los Angeles	180	permits	Over 7 Years
City of El-Segundo	10	permits	Over 7 Years
1b. <u>D.B.A. United Taxi of San Fernando Valley:</u>			
City of Los Angeles, San Fernando Valley	100	permits	1996
County of Los Angeles	7	permits	Over 7 Years

2) Operated by United Taxi of The South-West Inc.

2a. D.B.A. United Taxi of Beverly Hills & West Hollywood			
City of Beverly Hills	18	permits	Since 2005
City of West Hollywood	60	permits	Since 2005
2b. D.B.A. United Taxi Antelope Valley & Santa Clarita			
City of Santa Clarita (County)	10	permits	Since 2005
City of Lancaster	12	permits	Since 2005
City of Palmdale	12	permits	Since 2005
2c. D.B.A. Culver City Yellow Cab Company			
City of Culver City	23	permits	Since 2005
2d. D.B.A. United Taxi of South Bay			
City of El-Segundo	10	permits	Since 2005
City of Inglewood	50	permits	Since 2005
City of Redondo Beach	30	permits	Since 2005
City of Hermosa Beach	40	permits	Since 2005
City of Manhattan Beach	40	permits	Since 2005
City of Lawndale	40	permits	Since 2005
Rancho Palos Verdes Estate	10	permits	Since 2005
County of Los Angeles	6	permits	Since 2005
2e. D.B.A. United Taxi of Burbank	20	permits	Since 2008
2f. D.B.A. United Taxi of Pasadena	50	Permits	Since 2009

12. Provide Full Information of Any Denials, Suspensions or Revocations of Any Transportation Related Business Permits or Licenses for Any Jurisdiction Within the United States;

- a. UTS submitted an application for permits in the City of Glendale which did not result in the award of any permits, in or about 2008 and 2009;
- b. UTS submitted what was considered to be a late response to an RFP in Torrance, which was not considered by the City of Torrance, in or about 2007;
- c. UTS submitted what was considered to be a late response to an RFP in the City of Santa Monica in 2010.

13. Provide Information of All Arrests for Transportation Related Issues (not just convictions) of Any Owner, Partner, Corporate Officer, or Principal of the Taxicab Company;

No UITD or UTS elected officer or Board of Directors members have ever been convicted in a criminal proceeding. Per the Application instructions, it is the intention of all elected officers to be fingerprinted by the Burbank Police Department via Department of Justice Live Scan Agency (DOJ) for a criminal record.

- Applicant has not been found in violation of any operators license or franchise agreement, with a proviso: Within the last ten (10) years, and most likely prior to January 1, 2004, the City of Los Angeles, Department of Transportation made administrative determinations that a small number of persons driving taxis for owner/operators of UITD with licenses in West Hollywood, Beverly Hills, Culver City, or the South Bay, but not in the City of Los Angeles, made flag down or non-radio dispatched pick-ups illegally in the City of Los Angeles, and has imposed limited fines against UITD administratively. These fines were imposed pursuant to a schedule of fines established by the Los Angeles Board of Taxicab Commissioners, based upon the number of such instances occurring in a 12 month period. UITD does not presently have records of these fines or of the details of these administratively determined actions, and does not believe that either the Los Angeles Board of Taxicab Commissioners or the Los Angeles City Council ever found that such limited instances were violations of UITD's Franchise Agreement with the City of Los Angeles. Furthermore, in or about September, 2003, as a result of a dispute with UITD's then automobile liability insurance carrier, said liability insurance carrier created a lapse of said insurance for about 6 hours which was corrected, retroactively. The Board of Taxicab Commissioners considered this event at an Administrative Hearing, found that the insurance was reinstated retroactively, but imposed a fine against UITD for this event in the amount of \$2,500.00, at an Administrative Hearing held in or about February, 2004. UITD has never had a similar dispute or problem with its insurance in 33 years of service in the City of Los Angeles or in any other jurisdiction.
- Subject to the foregoing statement, no UITD/UTS vehicles, employees, members, or person leasing any of its vehicles have been cited for any misdemeanor while operating a taxicab from January 1, 2004 through the date of this Proposal.
- No UITD elected officer or Board of Directors members have ever been a party to a civil proceeding in which it was held that they engaged in anti-competitive business practices, violated state or federal laws, or engaged in false/misleading advertising.
- No UITD elected officer or Board of Directors members have ever had a business license revoked or suspended.
- No UITD elected officer or Board of Directors members have ever been found in violation of any taxicab operator's license agreement.



Happy Taxi



Taxicab Information Sheet
In regards to form BMC 7-2-101 (23-0103)

1. 316 N. Grant Ave. Corona, CA 92882

P.O. Box 6226 Corona, CA 92878

2. N/A

3. Taxi Company

4. Five Vehicles:

Vehicle number	Year	Model
1L50	2008	LWB Taxi
2L68	2008	LWB Taxi
086	2006	Standard Taxi
96	2005	CNG Fueled
24	2005	Standard Taxi

Phone 951-277-8294 Fax 951-549-9271 www.happytaxi.biz



Happy Taxi



5. We propose to use the same rates as Orange County

- \$2.95 to load. \$2.60 per mile. \$30.00 per hour waiting/standing time. \$.65 drops.
- Standard 10% discount for Senior Citizens and Active Duty Military.
- Flat rates will be available to all Major Airports.

6. See attached

7. See attached

8. See attached

9. Happy Taxi, Corona Taxicab. *JUST ME, PATRICK MICHEL DREIS
NO ALIASES.*

10. Yes I agree.



Happy Taxi



11.	City	Date Obtained
	Lake Elsinore	August 2002
	Corona	July 2002
	Temecula	March 2005
	Riverside	March 2006
	Santa Ana	July 2007
	San Juan Capistrano	August of 2008
	Rialto	May 2009

12. No suspensions or denials.

13. No arrests.

14. ?

Phone 951-277-8294 Fax 951-549-9271 www.happytaxi.biz

7.

- a. Bright zinc yellow car with happy face signs front and rear



- b. centrodyne 610 and centrodyne 620
- c. Passenger doors will have a happy face with the phrase "Service with a Smile" beneath it.

Front door will have "HAPPY TAXI"

Hood and trunk of the car will have a large happy face on it.

There will be the car identification number on 3 sides of the car.

8

ACORD™ CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 11/05/2010
PRODUCER Spiker Insurance Services, Inc. 1100 South Flower Street, Suite 3300 Los Angeles, California 90017	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
INSURED Corona Taxicab Co., Inc. dba Happy Taxi P.O. Box 6226 Corona, CA 92878	INSURERS AFFORDING COVERAGE INSURER A: Mercury Casualty Company INSURER B: INSURER C: INSURER D: INSURER E:	NAIC #

COVERAGES THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR	ADDP	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
		GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC				EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/PROP AGG \$
A		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALLOWED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	CCA0002753	11/07/2010	11/07/2011	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
		EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER				WC STATUTORY LIMITS <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS Taxicab Operations: Certificate Holder is named as Additional Insured as their interest may appear.

CERTIFICATE HOLDER Orange County Tax Administration Program (OCTAP) and its Member Agencies, The Orange County Transportation Authority, its Officers, Directors, Employees, Agents 550 South Main Street- P.O. Box 14184 Orange, CA 92863 Attention: Jo-Ann Gadla Bravo	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE
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IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

Special Endorsement

for the Orange County Transportation Authority, Orange County Taxi Administration Program and its member cities, including the County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers.

Name of the Insured: Corona Taxicab Co. Inc, dba: Happy Taxi

Effective Date: 11/07/2010 to 11/07/2010

The following provisions apply to the Automobile insurance policy cited on the attached certificate.

Additional Insured Endorsement:

It is agreed that such insurance as is afforded by this policy shall also apply to the Orange County Transportation Authority, Orange County Taxi Administration Program and its member cities, including the County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers, and they are to be covered as insureds as respects liability or claims actually or allegedly caused by, or arising out of, or resulting from the operations performed by on or behalf of the named insured.

Waiver of Subrogation:

It is further agreed that each insurance policy required by this contract (or reflected in the attached certificate) shall waive all rights of subrogation against the Orange County Transportation Authority, Orange County Taxi Administration Program and its member cities, including the County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers.

Cancellation Clause:

It is further agreed that each insurance policy required by this contract (or reflected in the attached certificate) shall be endorsed to state that coverage shall not be canceled by either party except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the Orange County Transportation Authority, Orange County Taxi Administration Program and its member cities, including County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers at the address upon the attached certificate.

Separation of Insureds:

It is further agreed that each insurance policy referred to in the attached certificates shall provide that coverage apply separately to each insured except with respect to the limits of liability.

The inclusion of Orange County Transportation Authority, Orange County Taxi Administration Program and its member cities, including the County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers as an additional insured shall not affect any right that such organization would have as a claimant if not so included.

This endorsement is attached to and hereby made a part of the policy No(s): CCA0002753

(Agent)***Blue Ink***

Spiker Insurance Services, Inc. 1100 South Flower Street, Suite 3300
Los Angeles, CA 90015 P: 213-896-8901 F: 213-744-0659



Signature